

# PLAN MEMBER

## update



MARCH 2020

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## IMPORTANT INFORMATION ABOUT NON-EMERGENCY CLAIMS INCURRED OUTSIDE OF CANADA...

From time to time, Green Shield Canada (GSC) implements new administrative guidelines that are considered when determining eligibility of a claim – in addition to your overall benefits plan limitations.

Starting **March 1, 2020**, your benefits plan will no longer provide reimbursement for non-emergency health and dental claims incurred outside of Canada. Keep in mind that emergency medical claims (for urgent and unplanned care) are considered under a travel benefit, so if you have emergency travel coverage as part of your benefits plan, there is no impact to that coverage. Note that emergency travel coverage does not include dental emergencies – see below.

### Some claims are exempt from this administrative guideline:

- If you require **urgent and unplanned dental care** while travelling outside of Canada, your claim may be reimbursed according to the limitations of your dental coverage. For example, you're travelling, have an infection, and require immediate dental care – your claim would be considered for reimbursement. However, if you schedule an appointment outside of Canada to receive planned services – like cleanings, a crown, or implants – your claim will be declined.
- **Prescription eyewear and medical items purchased online** will continue to be eligible through your benefits plan – and may be reimbursed according to your plan limitations. (Note that custom-made items cannot be purchased online.) However, prescription eyewear and medical items purchased in retail stores outside of Canada aren't eligible expenses and your claim will be declined.
- If you are currently seeing an eligible health provider located outside of Canada for **counselling services** and wish to continue to see them, this arrangement will be allowed as an exception. Reach out to GSC to discuss your request.

It's important to note that if you currently live outside of Canada or are on a work assignment outside of Canada, this administrative guideline does not apply to your claims.