

Extended Health Coverage

British Columbia Government Retired Employees'
Association

Annual General Meeting

April 30, 2025



www.pspp.pensionsbc.ca

Overview

- Coverage, premiums, and subsidies
- Plan design
- Claims adjudication and member experience

Board priorities

1. Pay your basic pension payments every month
2. Continue to grant COLA at full CPI, every year, so long as there are sufficient funds
3. Minimize unnecessary volatility in contribution rates
4. Offer a voluntary extended health plan

The Board's extended health philosophy



Protect against
catastrophic
health expenses



Cover
cost-effective
drugs

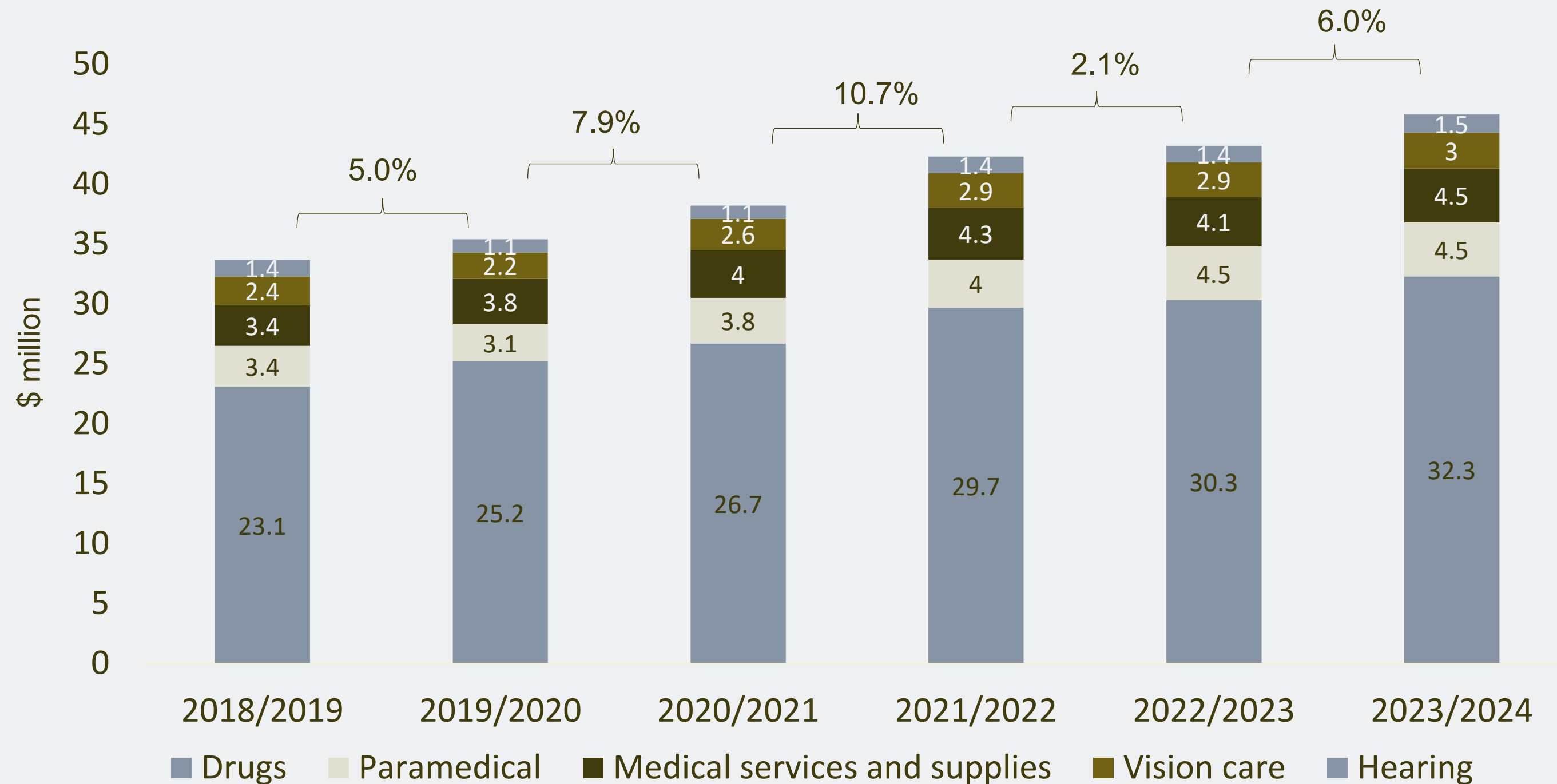


Balance cost
containment with
efficacy

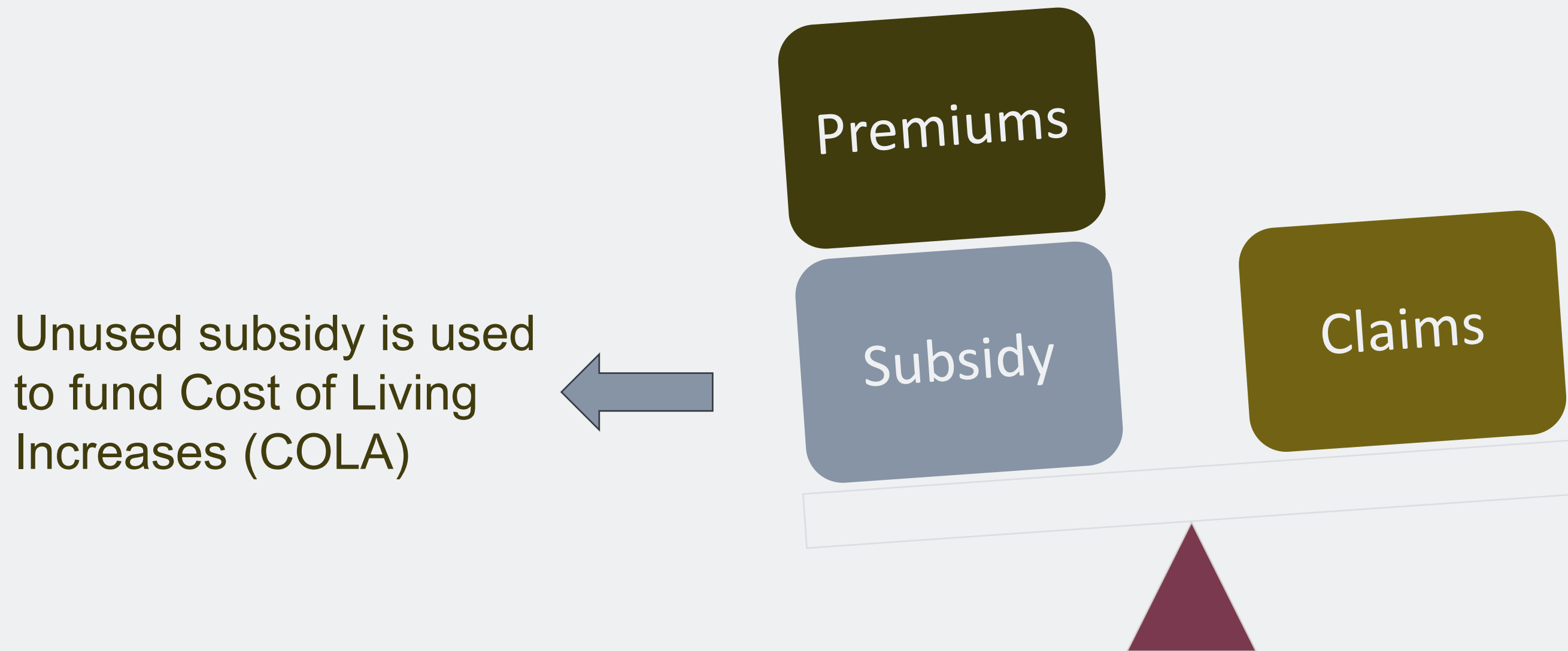


Leverage public
drug programs

Rising costs – plan total



Coverage, Premiums, and Subsidies



Plan design – costs vs coverage

- Leverage public drug programs
- Reasonable and customary limits
- Referral requirements
- Drug management
- Encourage members to practice consumerism, where feasible
- Self-insurance
- Select a cost-effective provider

Claims adjudication and member experience



- Adjudicates claims
- Pay approved claims
- Provide customer service to members
- Reports to the board

Concerns with GreenShield?

1. Contact GreenShield:

Phone: 1-888-525-7587

Email: Customer.Service@greenshield.ca

2. Contact GreenShield complaints officer

Mail: Green Shield Canada, P.O. Box 1606, Windsor, ON, N9A 6W1

Email: Complaints.Officer@greenshield.ca

Fax: [1-519-739-2253](tel:1-519-739-2253)

3. Contact the GreenShield Ombudsperson

Mail: Green Shield Canada, 5140 Yonge Street, Suite 2100, Toronto, ON M2N 6L7

Fax: [1-416-733-1955](tel:1-416-733-1955)

4. Contact the OmbudService for Life and Health Insurance (OLHI)

Web: www.olhi.ca

Phone: 1-888-295-8112

Concerns with plan coverage?

1. Contact the Board of Trustees

Email: PSPBT@pensionsbc.ca

Phone: 250-387-8200

Mail: Public Service Pension Board Secretariat, PO Box 9460, Victoria, BC V8W 9V8

www.pspp.pensionsbc.ca



British Columbia Government
Retired Employees' Association (BCGREA)

Post Retirement Health & Dental Coverage

April 30, 2025

Shelley Lamont, Client Relationship Lead
Fabian Palmer, Account Manager



Agenda

GreenShield Introductions & Overview

Plan Member Services

- Customer Contact Centre
 - Working with your Providers
 - GreenShield+
-

Support Centre & Resources

Next Steps

● = cities we operate in

We're coast-to-coast.



1,400
employees



5,000+
clinicians



6,000,000+
Canadians served



Better health for all.

CANADA'S
MOST
ADMIRED
CORPORATE
CULTURES

2018 - 2022



6+ Million

Canadians served annually

1 Billion

Total claims transactions processed



\$75 Million

Invested in social impact by 2025

1+ Million

Lives positively impacted by 2025



One system – for accuracy and efficiency



How can we
help you?



How can a Plan Member Connect with us?



Customer
Contact Centre

1 (888) 525-7587

customer.service@greenshield.ca



Providers



Online
Services

- ✓ 5:30am to 5:30pm Pacific Time (Monday to Friday)
- ✓ One call resolution
- ✓ Dedicated staff, low turnover <4%
- ✓ Simulated/mocked claims
- ✓ Screenshare feature
- ✓ Call back feature



Working with your Providers

(Drug, Dental & Extended Health)

Providers also use GreenShield's Customer Contact Centre

They have provider tools to check your benefits eligibility and to submit claims

Ask your providers to submit claims to GreenShield directly

All registered health services providers can direct bill GreenShield

Request they call GreenShield and we'll assist them

GreenShield+ Plan Member site

greenshield.ca



Functionality includes:

Online claim submission

Establish direct deposit

Drug looks up (including access to prior authorization forms)

Member Booklet

Claims and coverage information

Access benefit statements

Well-being

Videos embedded throughout

Submit enquiries

GreenShield+ Support Centre

greenshieldplus.zendesk.com



Information on how to...

Get Started on GreenShield+

Check Coverage

View and Submit Claims

Frequently Asked Questions

and so on

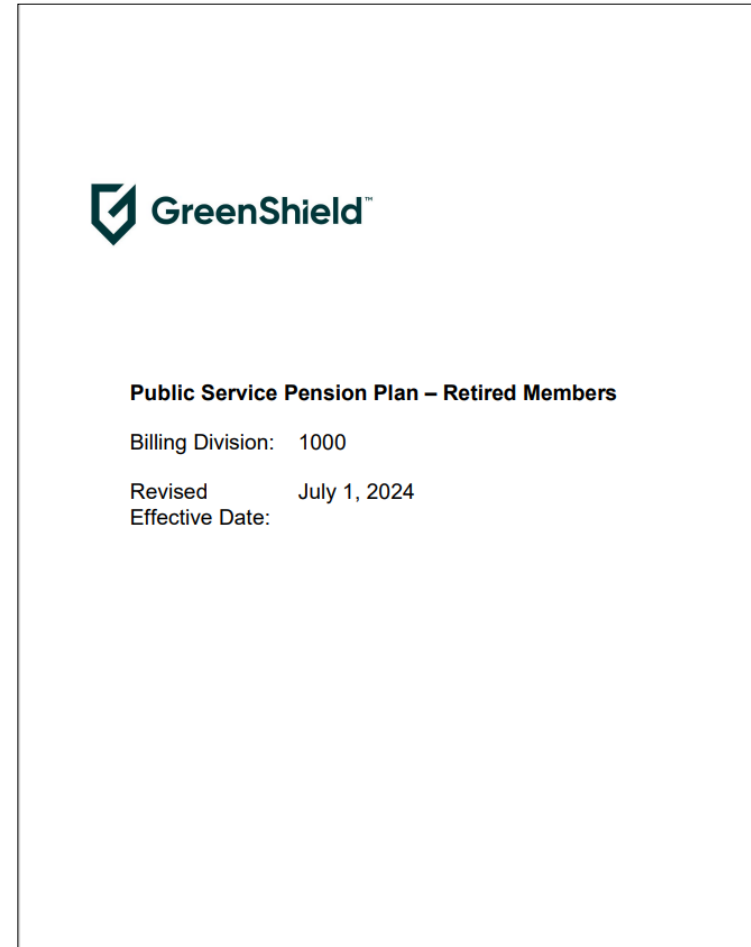
Use the Search bar to indicate your request

Videos embedded




Member Booklets

Booklet available on pension plan site
<https://pspp.pensionsbc.ca>
(no log in required)

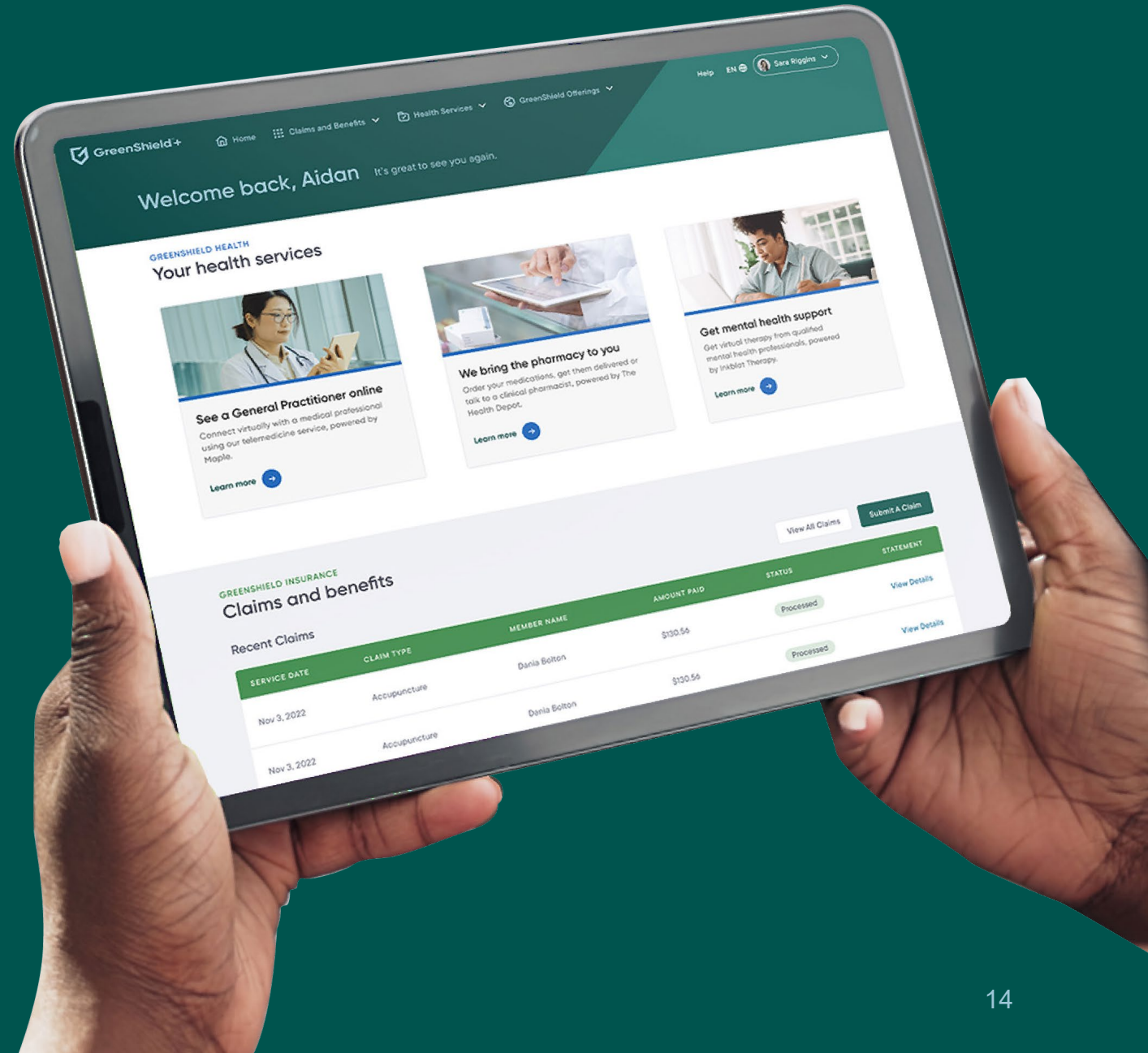
Booklet also available within GreenShield+



Your Next Best Actions

-  If you have not already done so, register for GreenShield+ (and set up your direct deposit)
-  Ask your provider to submit claims to GreenShield
-  Call our Customer Contact Centre when you have questions or when you need an issue resolved

GreenShield+



Better Health for All.

