

A STEP-BY-STEP ON HOW TO SUBMIT A MEDICAL CLAIM TO CANADA LIFE / MSH INTERNATIONAL

STEP #1



Login to the Member Portal MSH Public Service Health Care Plan (PSHCP)

<https://www.pshcp-msh.ca>

Or

Submit a claim by mail / email

Form titled **Public Service Health Care Plan Comprehensive Claims Incurred Outside of Canada Claim Form**

Form filled out and signed by the member

STEP #2



Include receipts / invoices to your claim

Include ALL original & relevant receipts and medical bills. Make sure the invoice / bill has the Doctor's stamp and signature on it.

STEP #3



Include Proof of Payment to your claim

Include your proof of payment (such as bank / credit card statement) to prove you have paid for the services already. (*This is IMPORTANT, as without this proof of payment, your claim may be denied).

- If seeking reimbursement in another currency from the original payment, provide the exchange rate on the date of payment provided in your proof (especially if it's a big expense.)

STEP #4



Submit the claim

Claims can be submitted through:

1) Canada Life MSH International Online Portal

Comprehensive coverage or,

2) email at: claim@pshcp-msh.ca

3) or mail to:

MSH Public Service Health Care Plan (PSHCP)
PO Box # 4903 STN A
Toronto, ON
Canada M5W 0B1

ADDITIONAL TIPS



- Whenever possible, have your invoices / receipts written in English or French, for easiest processing.
- Make a photocopy / scan of your submitted claim (all pages) before sending it by mail, to keep for your own records.
- The Canada Life mobile App does not work OUTCAN. You will only be able to view your coverage when you log into it online portal.
- When it is not an emergency, for large sums, submit a pre-authorization request prior to the intervention / treatment via email to: claim@pshcp-msh.ca.

FOR MORE INFORMATION, PLEASE CONTACT

NORTH AMERICA (TOLL-FREE) 1-833-774-2700 (1-833-PSHCP-00)
INTERNATIONAL (COLLECT) 1-365-337-7427

FOR ASSISTANCE: ASSIST@PSHCP-MSH.CA

