

A STEP-BY-STEP ON HOW TO

# SUBMIT A MEDICAL CLAIM TO CANADA LIFE / MSH INTERNATIONAL



## Fill the claim form titled Public Service Health Care Plan Comprehensive Claims Incurred Outside of Canada Claim Form

### STEP #1

Fill out the form, print and have it signed by the MEMBER.



## Join receipts/invoices to your claim

### STEP #2

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



## Join Proof of Payment to your claim

### STEP #3

Join 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 will be denied).

- Indicate the exchange rate paid on your credit card statement so that they reimburse you the same amount (especially if it's a big expense.)



## Review & Submit

### STEP #4

Ensure you have all relevant documents: form filled out and signed by the member, invoice and proof of payment.

Claims can be submitted through :

- 1) Canada Life MSH International Online Portal - Comprehensive coverage or,
- 2) via email at [claim@pshcp-msh.ca](mailto:claim@pshcp-msh.ca) or,
- 3) or by 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.



FOR MORE INFORMATION, PLEASE CONTACT  
NORTH AMERICA (TOLL-FREE) 1-833-774-2700 (1-833-PSHCP-00)  
INTERNATIONAL (COLLECT) 1-365-337-7427

