

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 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



FOR ASSISTANCE: ASSIST@PSHCP-MSH.CA