

# University of Waterloo benefits provider change matrix

✓ or text indicates who to contact or steps to take.

Last updated: December 2022

Questions	Canada Life 1-800-957-9777	University of Waterloo Human Resources	Green Shield Canada (GSC) 1-888-711-1119
I have questions about my claim submitted in 2022.	✓		
I need to submit a claim for an expense incurred before January 1, 2023.	See key dates for Canada Life claims submissions and methods on Page 2.		
I need copies of a claim predetermination approved by Canada Life.	✓		
I need to submit a claim for an expense incurred on/ after January 1, 2023.			✓
I need a new GSC claim form		<a href="#">GSC PDF claim form is posted on HR website under forms section.</a>	✓
Who do I contact if my claim was denied, and it shouldn't have been per benefits coverage plan design?	Claim incurred <b>Before</b> January 1, 2023		Claim incurred <b>On/After</b> January 1, 2023
I need my GSC ID number. Is there a policy number?			Your GSC number is the Employee ID number preceded by WTL (WTL + employee ID). GSC does not use policy numbers.
I would like to register for direct deposit of claim payments with GSC.			<a href="#">Register bank account information on GSC Everywhere (web or mobile app).</a>
It's after December 20, and I have not received my GSC welcome package.		Review <a href="#">Workday to validate address</a> . If your address is incorrect, please update your address and a new kit will be mailed from GSC at the earliest convenience.	If your address is correct, please contact <a href="mailto:customer.service@greenshield.ca">customer.service@greenshield.ca</a> about the status of you welcome kit.
The dependant listed on my GSC benefit card is wrong or missing.		Review <a href="#">Workday to confirm your dependants</a> . Add or update any missing information. This information is shared/updated with GSC weekly.	Once your dependant update has appear on GSCeverywhere, you can get a new card from the site, or contact <a href="mailto:customer.service@greenshield.ca">customer.service@greenshield.ca</a> .
I want to know my benefits coverage information with GSC.		There are no changes in benefits coverage. <a href="#">General benefits information is posted on HR website.</a>	✓
I want to know if my dependent is eligible.		<a href="#">Benefits eligibility information is posted on the HR website</a>	

## Key Dates for Claims Submissions for Canada Life

Submit any outstanding claims (incurred before January 1, 2023) to Canada Life before the cut-off period (February 28, 2023). **Note: Canada Life GroupNet will no longer be available after December 31, 2022.**

### Submission method:

**ONLINE (Before January 1, 2023)** - Submit claims incurred **before/on** December 31, 2022, to [Canada Life using GroupNet](#)

**PAPER (On/after January 1, 2023)** - Any outstanding claims not submitted through GroupNet by the Dec 31, 2022 cut-off date (see above) must be submitted through the mail. Fill out and print a [PDF claim form available from HR website](#).

**Claims received by Canada Life after February 28, 2023, will not be processed.**

## For claims incurred on/after January 1, 2023, please submit to Green Shield Canada

Submit your claim to Green Shield Canada using the [GSC Everywhere website](#) (web and app)

Ask about directly billing to GSC by health/dental provider or pharmacy

PDF Claim forms available by calling GSC or from [available from HR website](#).

## Key Links and Contact Information

**Green Shield Canada** 1-888-711-1119

Green Shield Support Centre <https://support.greenshield.ca/SupportCentre>

GSC Everywhere website at: <https://gsceverywhere.ca/> (web and app)

**Canada Life** 1-800-957-9777

Canada Life GroupNet <https://my.canadalife.com/sign-in> (**no longer be available after December 31, 2022**)

### University of Waterloo Human Resources

Email [gsci2023@uwaterloo.ca](mailto:gsci2023@uwaterloo.ca) until March 31, 2023, and [hrhelp@uwaterloo.ca](mailto:hrhelp@uwaterloo.ca) thereafter.

Review the Green Shield Canada implementation site at <https://uwaterloo.ca/human-resources/gsci>

Workday user guides <https://uwaterloo.ca/workday/workday-user-guides> (employees only. Login required)

HR Forms: <https://uwaterloo.ca/human-resources/forms>