



Definition of Terms



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Benefit Year

Refers to the 12 month period commencing the first of the month that your coverage becomes effective – i.e., if your benefits are effective on August 1st, your benefit year would run from August 1st to July 31st of each subsequent year.

Child(ren)

Natural children, stepchildren, common law children or legally adopted children.

Couple

One adult and their married or common-law spouse/partner or a single parent with one child who qualifies as a dependent.

Dependent

Spouse/partner and/or unmarried children (as defined above), under age 21 who live with the applicant and are not regularly employed.

NOTE: Children over 21 are eligible if they became dependent upon the subscriber by reason of **mental** or **physical disability** prior to their 21st birthday.

Family

One adult and their married or common-law spouse/partner and any children who qualify as a dependent or a single parent with 2 or more children who qualify as dependents.

Generic Drugs

Products that contain medical ingredients identical to the original brand name drug in dosage form, safety, strength, administration, quality, performance and intended use. Generic drugs may be produced and marketed after the brand name drug's patent has expired.

Medically Necessary

Any treatment, service or supply which is generally accepted by the medical profession as essential, effective and appropriate in the care and treatment of a medical condition, sickness or injury.

Medical Underwriting

A process of determining an individual's eligibility for coverage. The underwriting department reviews the medical questionnaire and medical history to determine if coverage can be offered or if a counter-offer must be made.

Orthotics

Custom made foot orthotics – a device made from a 3 dimensional model of an individual's foot and made from raw materials, used to relieve foot pain related to biomechanical misalignment to the feet and lower limbs.

Provincial Government Health Care coverage

Coverage provided by Canadian provinces and territories so residents do not have to pay out-of-pocket expenses for some health care services. Each province has a different name for their health coverage (i.e. Ontario = OHIP, Newfoundland = MCP, British Columbia = MSP, etc.) and coverage, conditions and limitations vary.

NOTE: You must have Provincial Government Health Care coverage to qualify for the Prism® programs.



Frequently Asked Questions

APPLICATION/ENROLLMENT

1. What are the enrollment requirements?

a) Eligibility

You and/or your spouse/partner and/or any covered dependents must be:

- a Canadian resident and
- currently covered by your Provincial Government Health Care plan

b) Age Restrictions

- Applicant must be between the ages of 16 and 74 to apply, except if eligible for the Prism Continuum® plan you may apply after the age of 75

NOTE: Once enrolled, your coverage will not terminate at age 75. Your coverage will continue provided the monthly premiums are paid.

c) Prism Continuum® Requirement

- On the Prism Continuum® plans the applicant must be the individual who held the group benefits through their employer.

2. What is Provincial Government Health Care coverage?

Coverage provided by Canadian provinces and territories so residents do not have to pay out-of-pocket expenses for some health care services. Coverage and eligibility can vary by province and some programs may require you to pay a monthly fee.

3. Do I cancel my Provincial Government Health Care coverage once I have been accepted by Green Shield?

No. Green Shield coverage does not replace your Provincial Government Health Care coverage. Your Green Shield plan coordinates payments for products and services with your Provincial plan.

4. Can I obtain coverage for just my spouse/partner?

All eligible members of the family/couple must enroll and maintain the same coverage (unless coverage is provided elsewhere).

5. I am a single parent with one dependent child. Do I apply as a couple or a family?

You would apply as a couple paying the lower rate.

Frequently Asked Questions

6. Why is it necessary to complete the Prescription drug information, Statement of health and Physician & Dentist information parts on the Prism Spectra® application?

Our Medical Underwriting Department requires full disclosure of the above to assess your acceptance into the program. Incomplete applications will be returned and the processing of your application will be delayed.

NOTE: Failure to disclose or falsifying information regarding your health and/or that of your spouse/partner and/or dependents could result in the denial of a claim and the cancellation or modification of this coverage.

7. I am already covered through another health and dental plan. If I were to change to the Green Shield Canada plan, would there be a lapse or duplication in my coverage?

Provided we receive and approve your application for the Green Shield Canada plan **30 days prior to your current health and dental policy expiring**, we will ensure that there is no lapse in your coverage during the month when you transfer over to the Green Shield Canada plan. In the event you end up paying for two plans in one month, we will refund your premiums for the Green Shield program for the month during which you had duplicate coverage.

8. I have a previously diagnosed medical condition. Can I still get drug coverage?

It depends on your medical condition(s). We **may** be able to offer you full drug coverage, however, our Medical Underwriting Department will review the information on your application to determine your eligibility. If we are unable to offer the full drug benefit, we will provide you with a counter-offer outlining the level of coverage offered or specific drug category exclusion(s).

9. When are my benefits effective?

Provided we have received your application by the 20th of the month and it has been approved, your benefits will be effective the first (1st) day of the next month.

10. How will I know if my application has been approved?

If your application is approved, Special Benefits Insurance Services will send you an application approval letter confirming the effective date of your Green Shield Canada coverage.



Frequently Asked Questions

ACCOUNTING/BANKING INFORMATION

1. Initial Payment

We require:

- a) A cheque to cover the initial two (2) months premium payable to Green Shield Canada (postdated cheques will delay coverage);
- b) A blank cheque marked "VOID" from the account where the monthly premiums will be withdrawn.

NOTE: *If you are applying for the optional semi-private hospital accommodation coverage, please make sure you have added the additional monthly premium for the semi-private coverage to the premium for the plan you have selected (Prism Spectra® or Prism Precision®) and include a cheque for the initial TWO months premium with your application.*

2. Method of Payment

Your premiums are payable monthly in advance by pre-authorized withdrawal from your bank account. Payments are withdrawn on or about the first day of each month.

NOTE: *We cannot accept credit cards, credit card cheques or line of credit accounts for pre-authorized payments.*

3. First Bank Withdrawal

The first bank withdrawal will be made one month after the effective date of your plan. i.e. If the effective date was January 1st, the first automatic payment will be withdrawn on February 1. The withdrawal on February 1st pays for March coverage.

PREMIUMS

1. Are my/our premiums guaranteed for a year?

The premiums for the Prism® programs are reviewed on an ongoing basis and are subject to change with thirty (30) days notice to the applicant/policy holder.

2. Does my/our premium change when I/we turn age 45/55/65?

Yes. When the applicant turns age 45, 55 or 65 the monthly premium will be adjusted at the end of that year. You will receive written notification of the new premiums during the month of October. The new amount will be automatically withdrawn from your bank or financial institution account on or about the first day of December to cover January's benefits.

Frequently Asked Questions



3. Are the Green Shield Prism® premiums tax deductible?

Green Shield Canada Health and Dental premiums may be tax deductible for individuals or businesses. Please consult your tax advisor for more information.

BENEFITS

1. Can I upgrade or downgrade after I enroll?

You may apply (subject to medical underwriting) to upgrade on the Prism Spectra® or Prism Precision® plans. You may not upgrade on the Prism Continuum® plans at any time. You may only downgrade on any plan after a period of one year.

2. Can I add the semi-private hospital accommodation coverage as a benefit to Prism Spectra® or Prism Precision®?

Yes. You can apply to add the semi-private hospital accommodation as a benefit to Prism Spectra® or Prism Precision® for an additional premium. (Refer to the appropriate program brochure for the additional premium required - This additional amount must be added to the monthly rate of the plan you select).

NOTE: *If you are applying for the optional semi-private hospital accommodation coverage, please make sure you have added the additional monthly premium for the semi-private coverage to the premium for the plan you have selected (Prism Spectra® or Prism Precision®) and include a cheque for the initial TWO months premium with your application.*

3. When does my travel coverage terminate?

Travel coverage terminates at midnight on the day a covered person turns 65. Travel coverage will remain effective for those individuals covered on the plan who are under age 65.

4. What do I do if I'm planning to travel the same time my travel coverage terminates?

If you are planning a trip that coincides with the termination of your travel coverage (your 65th birthday falls during your trip), you will need to obtain separate travel coverage that will become effective at midnight on the day you turn 65. You must secure this coverage before you leave.

5. Is Prescription Drug coverage available to individuals age 65 and over?

Yes. Once you are covered under a Prism® plan that includes prescription drug coverage, it will continue to pay for prescription drugs that are not covered by a Provincial Drug Benefit program.