



## Pensioners' Dental Services Plan (PDSP)

# Communiqué

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### New contract awarded to administer the Pensioners' Dental Services Plan

On June 28, 2023, following a competitive procurement process, the Government of Canada awarded the contract to administer the Pensioners' Dental Services Plan (PDSP) to the Canada Life Assurance Company (Canada Life). This contract is for the administration of both the PDSP as well as the Public Service Dental Care Plan (PSDCP) for federal public service employees. Each plan remains distinct, even though it will be administered by the same company.

Canada Life will begin administering the PDSP following a transition period which will introduce several new and enhanced services. Until then, Sun Life remains your PDSP administrator and all claims and requests must still be sent to Sun Life.

The transition of the PDSP to a new plan administrator is separate from your dental coverage and the cost of your plan. The award of the new contract only changes who will administer and process dental claims; it does not change your benefits.

What you need to know:

- Continue sending your PDSP claims and requests to Sun Life.
- Your personal information will be transferred to Canada Life from the pension office during the transition. If needed, ensure your coverage and personal information are up to date with your pension office.
- You will receive regular updates on the transition as they become available.

For more information about this transition, consult the **New contract awarded to administer the Pensioners' Dental Services Plan** Information Notice on [www.canada.ca/pension-benefits](http://www.canada.ca/pension-benefits). You can also visit the **New dental plan administrator – Frequently Asked Questions** which are updated regularly.

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### Plan ahead – Pre-determinations for dental treatments over \$300

Before undergoing dental treatment or procedures over \$300, make sure you or your dental office submit an estimate of the proposed work to Sun Life. Sun Life will send you a statement outlining what is covered by the PDSP, how much will be reimbursed and whether you are responsible for costs. This estimate can help you decide if you wish to proceed.



## Coverage: Three-year rule

You can voluntarily terminate your PDSP coverage, or that of a covered family member, provided you or all your eligible family members have been covered under the PDSP for a minimum of three complete calendar years.

**Important:** If you voluntarily terminate your coverage, you will not be allowed to re-register in the PDSP in the future. Some exceptions apply. For more information, please visit the PDSP Rules at [www.canada.ca/pension-benefits](http://www.canada.ca/pension-benefits).

## Reminder: Keep your information up to date

You are responsible for keeping your coverage and personal information up to date with your pension office, in writing, for the following situations:

- To amend your level of coverage;
- To add or remove an eligible dependant;
- A dependant child turns 21 and is not in full-time attendance at an accredited school;
- A dependant child turns 25;
- Change in marital status (common-law, marriage, divorce, separation, widowed);
- Change of address.

To update your information, contact your pension office to obtain the appropriate form and determine the time required to make the changes:

**Retired members of the federal public service and retired members of the Royal Canadian Mounted Police** can contact the Government of Canada **Pension Centre** at 1-800-561-7930 (toll-free in Canada and the US) or 506-533-5800 (collect calls accepted)

**Retired members of the Canadian Armed Forces** can contact the Government of Canada Pension Centre – **Canadian Armed Forces Pension Centre** by telephone at 1-800-267-0325 (toll-free in Canada and the US) or 613-946-1093 (collect calls accepted).

For other pension office contact information, please visit Section D of the **Pensioners' Dental Services Plan enrolment information and plan summary**.

Completed and signed forms must be returned to the address indicated on the form.

You are responsible for keeping your contact information up to date with Sun Life in the following situations:

- Change of address;
- Add or update your email address on file;
- Update your phone number.

Members that have registered on the Plan Member Services site ([www.sunlife.ca/pdsp](http://www.sunlife.ca/pdsp)) can update their information online by signing in and navigating to: Account Settings » Contact information.

To have your information updated over the phone, contact the Sun Life Call Centre at 1-888-757-7427 (Toll-free in North America) or 613-247-5100 (in the National Capital Region), Monday to Friday, 6:30 a.m. to 8 p.m., ET.

Address and phone number changes can also be made directly on the **PDSP claim form** and sent to Sun Life at the following address:

**Sun Life Assurance Company of Canada**  
PO Box 6159 Stn CV  
Montreal QC H3C 3A7

### IF YOU HAVE QUESTIONS

The PDSP is administered by Sun Life on behalf of the Government of Canada. Sun Life's role is to adjudicate claims and answer benefit-related inquiries. For questions about your PDSP benefits or claims, consult your Member Booklet at [www.sunlife.ca/pdsp](http://www.sunlife.ca/pdsp) or contact the Sun Life Call Centre: 1-888-757-7427 (Toll-free in North America) or 613-247-5100 (in the National Capital Region). Call Centre Representatives are available from Monday to Friday, 6:30 a.m. to 8:00 p.m., Eastern Standard Time.



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