



Pensioners' Dental Services Plan (PDSP)

Communiqué

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New! Pension and benefits email notification system

The Government of Canada has launched a pension and benefits email notification system to provide you with direct and timely general information about your public service pension and benefit plans.

You can subscribe using the email address of your choice and select the specific topics you want to receive updates on.

Please note that the decision to subscribe or not subscribe will not affect your pension or benefits or any

personal information you receive from the Government of Canada Pension Centre (Pension Centre).

This notification service only provides general updates, not personalized information.

Subscribe now by visiting Canada.ca/pension-benefits.

If you do not have an email address or access to the internet, you can ask someone to subscribe to the email notification system and receive the emails for you.

COVID-19 temporary administrative measures

In response to the COVID-19 pandemic, a temporary extension was implemented to ensure that a child who was your eligible dependant under the Plan before March 15, 2020, will have their coverage extended if:

1. The child's age or education status changed on or after March 15, 2020, such that they no longer meet the eligibility requirements under the Plan.
2. The child attends a new appointment for dental treatment within one year from a date non-emergency dental services are again available, as determined by the Government of Canada.

For a dependant to be eligible for the temporary extension, you must submit a paper **PDSP claim form**, available on the Plan Member Services site (www.sunlife.ca/pdsp), to the Sun Life address indicated on the form and include an explanatory letter that the claim is for dental treatment or services for a dependant under this temporary eligibility extension.

Important: An electronic claim submitted directly from a dental office or through the Sun Life Member Services website will **not** be accepted for this temporary extension.

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Personal Protective Equipment (PPE) is not covered under the Plan

Please note that personal protective equipment (PPE) is not an eligible expense under the PDSP. It is recommended that prior to a dental appointment you contact your provider as you may be charged additional expenses for the cost of PPE. If so, you will be out of pocket for the expense as it will not be reimbursed under the Plan.



Direct-to-consumer orthodontic services

While orthodontic treatment is covered under the PDSP, orthodontic services purchased online from Direct-to-consumer (DTC) orthodontic treatment providers are **not** eligible for reimbursement under the Plan.

DTC orthodontic treatments using clear aligners and retainers have become popular with promises of straighter teeth at bargain prices. While this may seem like a great option, these treatment plans can end up causing more harm than good without the in-person supervision of a licensed dental professional.

The Canadian Dental Association issued a **public statement** urging Canadians to make informed decisions about DTC dental appliances.

If you need help finding a dental practitioner near you, a search tool is available on the Plan Member Services site (www.sunlife.ca/pdsp) and the my Sun Life mobile app.

Reminders

Coverage

You are responsible for keeping your coverage and personal information up to date.

Examples of when to notify the Pension Centre include:

- Add/remove an eligible dependant;
- Dependant child turns 21 and is not in full-time attendance at an accredited school;
- Dependant child turns 25;
- Change in marital status (common-law, marriage, separation, widowed);
- Change of address.

Scaling & planing

Periodontal disease in children

Periodontal or gum disease is a bacterial infection of the gums and the supporting structures of the teeth. Did you know that this disease can also affect children and teenagers? However, children are more likely to have gingivitis first, a reversible stage of periodontal disease.

How is periodontal disease treated in children and teenagers?

Scaling and root planing:

The process of scaling and root planing is often referred to as deep cleaning. These non-surgical procedures remove plaque and calculus below the gum line and smooth damaged root surfaces.

Coverage

Each covered person under the PDSP is eligible for six time units of scaling and root planing every calendar year (one time unit equals 15 minutes). In cases where a periodontal condition requires additional scaling and root

planing, and the condition meets the PDSP guidelines, up to a total of 12 units can be pre-approved for coverage by Sun Life.

When requesting additional units of scaling and root planing, your dental practitioner must include:

- periodontal charting
- procedure codes
- fee amount
- reason why additional units were required

If approved by Sun Life, the additional units of scaling and root planing are valid for 3 calendar years from the approval date. For example, if you were approved for extra scaling units in June of 2020, the approval is valid until December 31, 2022.

Reminder: Approval of additional units of scaling and root planing must be obtained before you receive the treatment. If required again after 3 years, additional approval is necessary in advance.

To amend your level of coverage or update your personal information, contact the Pension Centre by telephone at 1-800-561-7930 (toll-free in Canada and the US) or 506-533-5800 (international) or by mail at:

Public Services and Procurement Canada
Government of Canada Pension Centre –
Mail Facility
PO Box 8000
Matane QC G4W 4T6

Additional Pension Centre contact information can be found in Section D of the Pensioners' Dental Services Plan enrolment information and plan summary at www.sunlife.ca/pdsp.

The PDSP is administered by Sun Life Assurance Company of Canada, on behalf of the Government of Canada. This newsletter provides general information only. In case of any discrepancy about any issue, the **PDSP Rules** will prevail. For further information, please consult your Member Booklet or contact your Sun Life call centre toll-free at 1-888-757-7427 in North America or 613-247-5100 in the National Capital Region.



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