



I hope this letter finds you well!

This month's "Canadian Military Family" magazine has a wellness-theme (educational, financial, emotional and mental health). Military Family Services just conducted an online presentation called "Emotional First Aid", where Fort Myer's Family Prevention Program Social Worker, Megan Read, walked us through ways to take care of the small emotional "wounds" we all experience (especially during OUTCAN moves!) before they become unmanageable. We had 38 people in the live session, and recordings are being viewed daily! If you would like to view the recording, please go to [Emotional First Aid-2018*](#)

In other related news, there have been some changes made to TRICARE and Allianz Global that MFSUS and CDLS(W)'s Medical Staff wanted to make you aware of. The following message is from Capt Raoul Mathias, Staff Officer Health Administration Canadian Defence Liaison Staff (Washington, DC):

ALLIANZ GLOBAL vs TRICARE UPDATE

There have been many families experiencing problems with Allianz Global denying claims as a primary insurer and requesting that families submit to TRICARE first. The medical team at CDLS(W) has escalated and pressed the issue with the Department of Pensions and Social Services (DPSP) who manages the Public Service Health Care Plan (PSHCP). Sun Life is responsible for the administration of claims under the Public Service Health Care Plan as well as positive enrollment for plan members in Canada. Allianz is the company contracted to administer the PSHCP comprehensive coverage for plan members who are residing or traveling abroad.

In the last few weeks, the medical team has confirmed with DPSP that Allianz Global Assistance has been advised to process all claims submitted based on the provisions of the plan and to no longer take into account any documentation received from TRICARE (such as denial letters or payment history). All of Allianz staff for both the claims team & customer care agents have been made aware and will no longer be referring to TRICARE in any matter.

In order to ensure that this issue doesn't arise in future, families are advised to always provide their PSHCP/Sun Life (Allianz) information to the civilian (off base) medical providers (even if referred by the Medical Treatment Facility (MTF)/TRICARE). The information to initiate direct billing is provided below. It is also recommended that members or families complete the Other Health Insurance (OHI) forms at their MTFs for their families so that it is reflected in all civilian provider referrals.

Insurance information for Direct Billing/OHI:

- Allianz Global Assistance: 1-800-363-1835 / pshcp@allianz-assistance.ca
- Group Plan # (55555)
- [Allianz Electronic Billing ID: 50749](#)
- Certificate # same as Sun Life (can get from your Sun Life Card or Orderly Room)
- Billing address:

- Allianz Global Assistance
Public Service Health Care Plan Department
P.O. Box 71987
Richmond, Virginia, USA
23255-1987

TRICARE CHANGES

As many of you are now aware, there were changes made to TRICARE that came into effect on 1 Jan 2018. The impact of these TRICARE changes is expected to be extremely minimal. New members will continue to register themselves and their family members in Defense Enrollment and Eligibility Reporting System (DEERS) at a US Military Installation and DEERS will continue to assign family members to a health care coverage plan in DEERS equivalent to those of a US Active Duty member and their families.

There is no action required by members or dependents to complete an initial enrollment or to re-enrol annually into the new TRICARE Select Program, as this will happen automatically. There will also be no change to your current entitlements from the old TRICARE Program to the new TRICARE Select Program. If you do have any issues with access to care, please see the Beneficiary Counselling & Assistance Coordinator (BCAC) or patient advocate at your Military Treatment Facility (MTF).

Any questions or concerns can be sent directly to the CDLS(W) Medical Team at CDLSW-MedicalAdmin-ELFCW-AdminMedical@forces.gc.ca.

Wishing you all a happy and healthy spring!

Military Family Services – United States

*Emotional First Aid - (<https://mfsus.webex.com/mw3200/mywebex/default.do?siteurl=mfsus&service=7>)