

# New year. New card. Same coverage.

At WEBC, we take a member-first approach and provide you with benefit coverage and services to fit your needs.

It's why we're moving our prescription drug claims administration from Canada Life to **GreenShield on January 1, 2024.**

## What does the move mean for you?

With GreenShield as our new prescription drug administrator, you'll have a new card *and* the same coverage you enjoy today.

- Starting January 1, 2024, you will use your new **WEBC-GreenShield prescription drug card** and **GreenShield ID number** to pay for prescription drug expenses in the way that's most convenient for you:
  - By presenting your new card or ID number to your **pharmacy** (or prescription drug provider) – for on-the-spot reimbursement; OR
  - By submitting a claim **online via our mobile app**, by **mail**, or **in person** at WEBC.
- Your current plan coverage (e.g., annual/lifetime maximums) stay the same – so does your coverage.
- You can continue to submit health care and dental care expenses to WEBC for reimbursement in the same way you do today – your health and dental care claims administration is not changing.

To learn more about the transition and why we're moving to GreenShield, visit [webc.ca](https://www.webc.ca).

## What's next?

- By mid-December 2023, you'll receive a **GreenShield Welcome package**, with your new **WEBC-GreenShield prescription drug card** and your **GreenShield ID number** inside.  
If you don't receive a GreenShield Welcome package by the end of December, please send an email to [info@webc.ca](mailto:info@webc.ca).
- In the meantime, if you have a prescription drug expense on or before December 31, 2023, present your **existing Canada Life card** to your prescription drug provider or complete a Canada Life claim form and mail it to Canada Life at the address on the claim form.
- If you have questions about your prescription drug coverage or claim status for expenses on or before December 31, 2023, please call Canada Life at **1-800-957-9777**.

