

Thursday, April 19, 2012

CSQ Group Insurance

New SSQ Insurance Card

To union presidents

To federation presidents

To the attention of those responsible for the application of insurance plans

Hello,

Problems with the new claim management system have resulted in the refusal of certain prescription drug claims at the pharmacy for some CSQ policy holders. The insurer has informed us that these problems seemed to have been solved and that they are very sorry for any inconveniences they may have caused.

New SSQ Insurance Card – Mention of Coverage Held

Please note that on the new SSQ insurance cards issued on April 1, 2012, only the health insurance and dental care coverage are identified. From now on, only the coverage that require the presentation of the insurance card (health insurance, dental care, hospital rooms and travel insurance) will appear on the SSQ insurance card.

On this topic and for any other frequently asked questions related to the issuing of the new SSQ insurance cards, we invite you to consult the FAQ section on the SSQ website, *Access – On-line services for plan members* which is accessible to people already registered for this service.

See: <https://extranet.ssq.ca/saacstatique/fr/NvCarteAssSSQ.html>

Signing Up for SSQ Internet Services

When a policy holder signs up for SSQ internet services with ***Access / On-line Services for Plan Members***, he or she can consult his or her insurance file any time he or she wishes to. These are some of the operations he or she can perform in a quick, confidential and secure manner:

- register for direct deposit of health, dental or salary insurance benefits;
- consult her electronic claims statements on-line;
- print a personalized application form for health insurance benefits;
- print an application form for dental care insurance benefits;
- request receipts for income tax purposes;
- print a temporary SSQ card, if she loses or forgets it;
- make a change of address;

- print the form for exceptional drugs;
- make a declaration of school attendance;
- verify or modify life insurance beneficiaries;
- view the guarantees in her insurance file;
- know the balance of her account for the guarantees involved.

To register and benefit from the advantages offered by SSQ internet services, policy holders should go to www.ssq.ca. They should then click on **Access / Plan Members** in the On-Line Services section. On-line instructions will guide them through the registration process.

If you need assistance, you can call SSQ Customer Service, Monday through Friday between 8:30 a.m. and 4:30 p.m., at one of the following numbers:

Montreal region: 514 223-2500

Other regions: 1 877 651-8080

We hope that you will find this information useful.

On behalf of your insurance team,

Diane Rancourt, Advisor
Social Security, CSQ-Québec