

The Green Shield Canada ID Card

At Green Shield Canada, one card does it all. The Green Shield Canada ID card is the only card your plan members need to submit claims for any eligible benefits under your Green Shield Canada plan.



What's on the card

- The unique Green Shield Canada ID number ends in -00 and is printed on the front of the card below the plan member's name.
- The Green Shield Canada Customer Service Centre telephone number and website are also listed on the front of the card. These can be used for inquiries related to claims and eligibility.
- If your plan member has any eligible dependents, they are listed on the back of the card. They share the same number as the plan member except that their numbers end in their own unique dependent code (-01, -02, etc.).
- For inquiries related to out-of-province and out-of-county travel benefits/claims, the list of convenient contact numbers is listed on the back of the card, as well as your Travel Assistance Group Number.

How to use your Green Shield Canada Identification Card

- To ensure prompt and accurate claim payment, present your card to your health service provider (e.g. your health care professional) when a service is required.
- The complete unique ID number for the person receiving the service must be provided.
- We don't use Policy Numbers at Green Shield Canada, so if a provider is submitting a claim on your behalf and they request a Policy Number, tell them that the digits 9999 can be used.

Questions?

If you have any questions regarding claims, coverage or eligibility, please follow these links or call our Customer Service Centre at 1.888.711.1119.