

frequently asked QUESTIONS

Dental Care OUTCAN How do I access dental care?

Navigating the U.S. Medical System during a posting can be one of the most confusing and sometimes stressful obstacles you and your family may face. However, there are a multitude of ways to access the information and support you need. The Canadian Defence Liaison Staff Washington (CDLS(W)) website is a fantastic source of information, as well as lists of FAQs (questions about immunizations, coverage while travelling, changing providers, how to direct bill, etc.) for both CAF Members and their families, and going there will answer most of your questions. Access the site here: [CDLS\(W\) Website](#)
CAF Members and spouses are able to seek support from the CDLS(W) Health Services Group - do not hesitate to call or email them with questions.

1. CAF Health Services Attaché (CFHSA - a CAF doctor): (202) 682-7772
2. CAF Medical Liaison Officer (CFMLO - a CAF doctor): (202) 448-6210
3. Staff Officer Health Administration (SO Health Admin - a Health Care Administrator): (202) 448-6559
4. Health Services Coordinator (HS Coordinator - a Medical Technician): (202) 448-6282

Your Military Family Services Coordinators are happy to help point you in the right direction and assist your family in their time of need. Uncertain who that Coordinator is? Go to: [MFS Coordinator](#)

Who is my dental coverage with while posted OUTCAN?

You will maintain the same coverage as in Canada with Great West Life. Not a lot will change with this coverage except it is in US dollars, and might possibly be more expensive.

How do I submit Dental Claims to Great West Life?

Claim Address for Great West Life

Winnipeg Benefit Payments
PO Box 6000
Stn Main Winnipeg, MB R3C 3A5
Canada
Group Policy Number: 55777
Your GWL Employee Number (E + your service number. For example, EA12345678).
Great West Life email address federalforeigndental@gwl.ca

Dental Plan Booklet

Great West Life Claim Form

For information on their plan, members and families can now call the following Toll-Free number: 1-855-415-4414.

It is strongly recommended that family members obtain a treatment plan, including a quote for the cost, for any significant dental work and submit it to Great West Life to find out what the reimbursement will be as well as what the member's responsibility will be. This would apply to treatments such as orthodontic work.

Members should not expect all costs to be covered by the plan. It is strongly recommended that families obtain a treatment plan, including a quote for the cost, for any significant dental work and submit it to Great West Life to find out what the reimbursement will be as well as what the family's responsibility will be. This would apply to treatments such as orthodontic work.

Advances are available for family dental costs; however, they will be limited to the maximum reimbursement from Great West Life (documentation from GWL required).

*Note: All Dental Claim forms must be signed by the member.

Are any dental cost not paid by Great West Life reimbursable?

Yes, if you received a claim explanation with Excess Dental listed. Often a Letter of Excess Dental Benefits is issued by GWL to mitigate any cost differential between the U.S. and Canada. When these types of letters are received, the member can attach a copy of the Letter of Excess Dental Benefits along with a completed CF52 Dependent Medical Expenses form. The signed and dated CF52 is attached to the original Excess Dental Benefit and sent to the Health Admin via mail.

*Please indicate whether reimbursement is requested in U.S. or Canadian funds.

If you have an outstanding advance, the cheque from GWL can be submitted (unendorsed) and will be applied to the outstanding advance. Any claims submitted will also be applied to the advance until it is paid out.

Other Resources

For further Details on healthcare see

[Military Family Services Family Guide](#)

Healthcare Program for Canadians OUTCAN and/or

[CDLS\(W\) Website](#) under Health Services Section for US OUTCAN.

This Information Sheet is offered to you to help direct you and your family to the correct locations to find the benefits and services available during your OUTCAN posting.

Please be vigilant in doing the research appropriate for your situation, as each is different.

CDLS(W) website is full of great information to support you during your OUTCAN posting.

MFS US
FAQ