



Talk



New travel assistance partner – but business as usual

Effective June 1, 2023, CanAssistance will be our new travel assistance partner – and, while there are **no changes** to travel coverage, ID cards or the travel assistance contact phone number (back of your ID card), we wanted to make you aware of this new provider, as you will be directed to the CanAssistance portal in the event that you need to submit a travel assistance claim.

Here are a few other points to keep in mind:

- There will be new travel assistance claim forms with CanAssistance. A CanAssistance agent will provide you with access to the form (at the time of opening a case) via portal link or by mail.
- Allianz Global Assistance (Allianz), our outgoing travel assistance provider, will process all claims opened prior to May 31, 2023 at 11:59 p.m. and will see these through to completion.
- If you access the Allianz portal on or after June 1, 2023, you will be directed to submit any claims to CanAssistance. Likewise, if Allianz receives a new claim by email or mail on or after June 1, 2023, their team will respond and direct you to submit the claim to CanAssistance.
- You will notice some enhancements through the CanAssistance partnership too, including expert pre-trip eligibility and assistance, as well as a single case number per trip to streamline the member experience.
- For Non-Canadian group members with a provincial replacement plan where claims for doctor and hospital visits are currently submitted to Allianz, please note that GreenShield will begin accepting and processing these claims on June 1.

For further background, CanAssistance brings deep experience providing medical and general assistance for travellers over the past 30+ years, with an extensive network of international partners. Like us, CanAssistance is a not-for-profit organization and delivers all call centre services from within Canada.