NewsLine
News and updates for plan members

Submit claims when it's most convenient for you

Need to submit a claim? Submit it online, anytime, anywhere – whether you're at work, commuting on the bus or sitting at home—just attach a receipt.

Here's how

1. Sign in to GroupNet, either online or through the app.
2. Select Make a claim. You'll get specific instructions based on your claim type.
3. If you're asked to provide a receipt, scan or take a picture of it, attach it and you're done!

It's that simple!

For more details, see the FAQ below.

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GroupNet for Plan Members

Frequently asked questions - Online claims

Are my online claims secure?

Yes, GroupNet™ for Plan Members offers extensive security features. You can submit claims, manage your benefits and store your direct deposit information in a safe and secure online platform—worry free.

What claims can I submit online?

You can submit most claims online, except for:

- Health and wellness
- Medical travel within Canada
- Out of country emergency/non-emergency

For these claims, you'll need to submit a paper form. You can find forms on the Great-West Life website at www.greatwestlife.com. Under Forms, choose Group claim forms and select from the list. Mail your completed form to the Great-West Life address on the form.

How do I sign up for GroupNet for Plan members?

Go to www.greatwestlife.com/register and follow the instructions. You'll need your plan number and member ID number. You can find this information on the front of your benefits statement or on your benefits card.

Why do I have to include receipts and claim documents?

Submitting receipts and claim documents helps prevent benefits fraud.

How do I upload my receipts?

You can attach a scan or use your mobile device to take a photo of your receipt. It's as easy as that.

What file type can I upload?

- JPEG
- TIFF
- PNG
- BMP
- PDF

How many files can I upload for each claim?

You can attach up to 15 files per claim.

How big can each file be?

Each file can be up to 10 MB in size.

What should I do with my receipts after I completed my claim?

We recommend you save your receipts for a year from the date you submitted your claim.

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What kind of receipts do I need to submit a claim online?

To submit a claim online, your receipts must fall into one of these categories when submitting drug claims:

- **Official prescription receipts**
  Official receipts are issued by pharmacies, include a DIN (drug identification number) and are not handwritten. They look something like this:

Main Street Pharmacy
8529 Main St. Vancouver BC V6P 4E4
....

OFFICIAL PRESCRIPTION RECEIPT

RX#	Refills:	Patient Pays:
9123456	1	$21.89

GRANGER, Marie
Dr. Smith, Robert   Date: 12-Jul-2017

ELOCOM CRM 0.1%
15G
DIN 00851744   Tx# 330214

Dispense fee: $8.60   Total: $109.44

Pharmacist's Signature: ....

- **From a doctor's office or clinic**
  These receipts are for drugs provided or administered at a doctor's office or clinic. Examples include receipts for vaccines and injections. These receipts may or may not include a DIN (drug identification number).

- **For diabetic supplies**
  This category has these three diabetic supplies only:

  - Lancet (a pricking device used to get drops of blood for testing blood glucose)
  - Test strips or urine strips
  - Syringes

Note: Claims for diabetic *medication* are an official prescription and require a receipt.

Does your receipt not fall under one of these three categories? Your claim will need to be completed as a paper form and mailed in with your original receipts.

What other information do I need to submit a claim online?

Each claim is different. You can find detailed information about each claim on GroupNet for Plan Members. Be sure to [register](#) or sign in to see the information.

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How will I know when my claim has been processed?

We'll send a text or email to let you know your claim is processed. You can also go to **Claim history** to check the status of your claim.

How do I include my direct deposit information?

You can add your banking information by signing in to GroupNet. Choose **Profile** and navigate to **Banking**. Once you do this, you'll receive your claim payments into your bank account.