

# Newsline

News and updates for plan members



## Updates – New claim notifications and digital explanation of benefits

To serve you better, we've made 3 updates on how you get information about your claims.

### 1. Watch for new claim notifications

You'll now be notified by text or email, instead of through the mail, when you get a prescription filled using your pay-direct drug card or when your health care provider submits a claim for you. These notifications will help you know when a claim has been made on your plan and serve as an additional layer of protection against potential fraud.

### 2. Get your explanation of benefits online

You'll now get your explanation of benefits online through GroupNet when you get a prescription filled using your pay-direct drug card. This will replace a paper version you'd usually get in the mail – helping you get your information faster. If you haven't signed up for electronic details through GroupNet, you'll continue to get a paper copy.

### 3. Find out how much you'll be covered for dental work while you're at the dentist

When your dentist lets you know you'll need to have dental work done, they can submit a request for an estimate of the coverage to Canada Life. Your dentist will get a response back while you wait. You no longer have to wait to get a paper copy days later in the mail.

As always, you can sign in to [GroupNet for plan members](#) to view your full claims history or get more information about your coverage and balances.