

eClaims

Submitting your claims is faster, greener and more convenient than ever.



With Great-West's convenient new eClaims services, you have more options than ever to submit your claims, with no paper forms to fill out.



Provider eClaims

Claims submitted on-the-spot at your chiropractor, physiotherapist or visioncare provider.



Member eClaims

Submit your own claims online with a few clicks of your mouse.

How Provider eClaims works

Provider eClaims is very similar to the way dental claims are submitted by most dental offices. Your chiropractic, physiotherapy or visioncare provider can submit your claim for the service you received, on the spot, as long as *the provider is approved and registered for Provider eClaims*.

Claims will be assessed automatically while you wait, and your provider will be able to let you know immediately whether the claim is approved, declined or held for review. To protect your privacy, providers will not have access to your coverage details.

Provider eClaims is available at approved providers nationwide. New providers are being added daily.

Your provider will need to know your group benefits policy/plan number and your member ID number to submit your claims using *Provider eClaims*. If you don't know this information, you can find it by:

- **Logging on to *GroupNet for Plan Members*** – view or print your wallet ID card under **Forms & Cards**
- **Looking on your Great-West Life wallet ID card**
- **Checking your explanation of benefits (EOB)** from a recent health or dental claim
- **Asking your plan administrator**
- **Calling Great-West** at 1-800-957-9777 weekdays between 7 a.m. and 6 p.m. CST. (TTY line for the deaf or hard of hearing: 1-800-990-6654)

Don't know if your provider is registered?

At your next visit, ask your chiropractor, physiotherapist or visioncare provider if they have heard about *Provider eClaims*. To learn more, providers can contact TELUS Health Solutions at 1-866-240-7492. TELUS is working with Great-West to provide the network and register providers to submit claims to Great-West.

How to use Member eClaims

You can save time and paper by submitting many of your claims online through *GroupNet™ for Plan Members*, Great-West's secure online services. Using *Member eClaims* is easy:

- **Sign in to** *GroupNet for Plan Members* at *greatwestlife.com* – Not registered yet? You'll need your group benefits plan number and your Member ID number.
- If you haven't already, sign up for Direct Deposit of your claim payments (you'll need your bank account information) and select eDetails for email notification when your claims are paid. You'll need these features to access *Member eClaims*. You can also choose to get text messages on your mobile phone when your claims have been processed.
- On the *GroupNet* home page, click on *Claims > Online Claim*.
- **Submit your claim in six simple steps:**
 1. Select Type of Claim – for example, prescription drugs or a chiropractic service.
 2. Select a Provider (when required) – your treating physician, optician, chiropractor, etc.
 3. Select a Patient – you or a covered family member.
 4. Enter the Expense Details for the healthcare service you received.
 5. Read and Agree to the 'Terms and Conditions' and the 'Claim Summary and Consent'.
 6. View or Print your Confirmation and Summary of your Online Claim Submission.

What type of claims can be submitted online with Member eClaims?

Your claim can be submitted online if:

- the service was provided in Canada, **and**
- payment is to be made payable to you, **and**
- Great-West Life is the first payor, for claims for you, your spouse or dependent children.

Your claim cannot be submitted online if the claim is:

- for medical equipment and/or supplies, **or**
- to be paid by Great-West directly to the service provider, **or** for a Type of Claim or Expense Detail that is not listed as an option to select.

Protecting your benefits

Great-West is committed to protecting the benefits you value from the impact of benefits fraud and misuse. We apply all of our existing state-of-the-art safeguards to all *eClaims*, along with additional electronic measures for even more protection. Claims submitted using our *eClaims* services will be subject to random audits and detailed adjudication.

Hold on to your receipts

We ask that you retain your original receipt(s) for 12 months, as your claim may be randomly selected for audit upon submission, or within 12 months of submission. You do not need to send in your receipts when submitting a claim online, unless your claim is selected for audit. Then you will need to mail your receipt(s) and a printout of the Audit Confirmation Screen to Great-West, or risk losing access to *Member eClaims*. This audit feature is designed to protect your benefits plan from the cost of fraud and plan misuse, which impacts everyone.

The availability of online claims submission for specific types of benefits will depend on your plan design. For more information, contact your plan administrator.

We're revolutionizing your benefits.



www.greatwestlife.com