

# HOW TO MAKE THINGS QUICK, CONVENIENT, AND EASY...

Self-service through the Green Shield Canada (GSC) website makes things quick, convenient, and easy. Register today to:

- submit many of your own extended health services or dental (including orthodontic) claims for instant adjudication
- arrange for claim payments to be deposited directly into your bank account (yes it's totally secure)
- upload claim forms, receipts, and supporting documentation for certain types of claims
- look up coverage information about a specific drug via the "Is My Drug Covered" tool
- submit a "pretend" claim to instantly find out what portion of a claim will be covered
- find a dental, paramedical, or vision care provider in your area
- access your personal claims information, including a breakdown of how your claims were processed
- print personalized claim forms and replacement ID cards
- view your benefit booklet for coverage details
- print personal explanation of benefits statements for when you need to coordinate benefits or conveniently print a statement with one full years' worth of claims (yes, that's all on one statement)
- download our mobile app – GSC on the Go™ – for quick and easy access to your benefits plan information, anytime, anywhere.
- earn points and bid on rewards through our interactive Change4Life™ health management portal

## *How to register (remember to have your GSC ID number and registration key handy):*

1. From greenshield.ca, click the LOGIN button (found in the right corner of any page) and then click GO to register as a plan member.
2. On the "Welcome to Plan Member Online Services" page, enter your plan member ID and registration key in the "REGISTER HERE" section. Click "CONTINUE WITH REGISTRATION". Skip to Step 4.
3. Don't have a registration key? Your unique, one time use registration key can be found on your most recent Explanation of Benefits (EOB) statement. You can also easily request one by clicking on "GET A REGISTRATION KEY" and following the steps. Once you have your registration key, go back to the Welcome page, enter your Plan Member ID and registration key, and click "CONTINUE WITH REGISTRATION".

4. You will be required to confirm a few personal details, create a user name and password, and provide answers to three challenge questions. You can also give authorization for other people to access your account (such as a spouse) and enter your banking information.
5. And that's it! You now have access to cool tools (hey, that rhymes!) related to your GSC benefit plan that).

## *Get your money back...*

Have your claim payments deposited directly into your bank account, so you can get your money back faster and avoid trips to the bank. Simply register for Plan Member Online Services (as described above) and sign up for direct deposit. It's totally secure!

## *How to sign up:*

1. Select "Direct Deposit" from the left menu.
2. Enter your bank account information.
3. Select whether you want email "Statement Notification" by selecting the applicable answer to the question.
4. Verify your current email address in the "Current Email Address" section. (Note: If this is not your current email address, go to "My Profile" to change your email address.)
5. Click **Submit**. On the "Direct Deposit Confirmation" page, verify the information you entered, and click Confirm.

## *Do it yourself*

The GSC self-serve website puts quick and easy claim processing at your fingertips – you can submit claims whenever you want, wherever you are. Submitting claims is just a click away with real-time adjudication, so you know immediately how much your plan covers for any of the following applicable benefits:

Physiotherapy	Vision care	Foot care (podiatrist and chiropodist)
Massage therapy	Wide range of medical items	Acupuncture
Chiropractic services	Orthodontic monthly fees	Naturopath
Speech therapy	Dental Services	Osteopath
Emergency ambulance	Counselling (psychiatrist, psychologist, social worker)	Health Care Spending Account expenses

## *How to submit your own claims:*

1. Once registered for Plan Member Online Services, select "Submit a Claim" from the menu.
2. Select the type of claim you are submitting.
3. Enter your complete claim details and click **Submit**. Note: If your spouse also has coverage with GSC, you can coordinate your claim with the other GSC plan right at the time of online submission. How cool is that?

A confirmation page will display, showing your exact claim adjudication results. We encourage you to print a copy for your records. If you are selected for an audit, you will have to submit supporting claim documentation within a set timeframe to get your claim paid and to avoid potential suspension of access to this feature. Your supporting documentation can be uploaded online right from the audit notification.

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*Your benefits are better with online services.*