

Plan Member Claims

Information Guide



What is Plan Member Claims?

Plan Member Online Claims provides you access to:

- Online Claim Submission for many Health, Vision and Dental services
- Your Plan Member booklet
- Your personal claims information, including a breakdown of how your claims were processed
- Print personalized claim forms and ID card replacements.
- Sign up for direct deposit for claim payments.
- View what portion of a claim may be covered by submitting a “mock claim”.
- Specific drug information, using the tool ‘Is My Drug Covered’.
- Find a dental, paramedical, or vision care provider in your area.

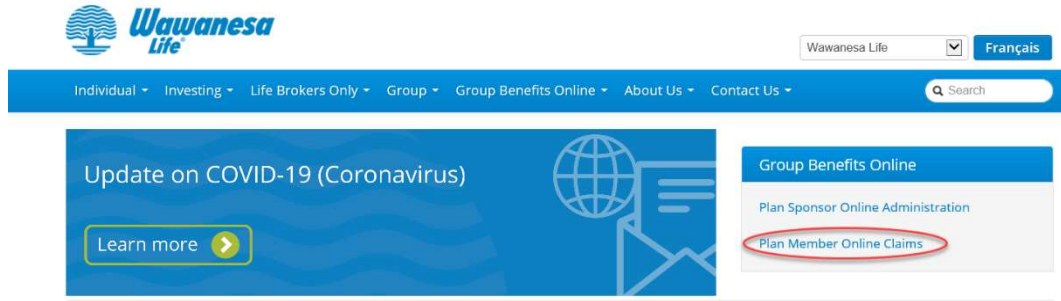
For your convenience, some Health and Dental providers can submit your claim online for you.

Group Benefits Online is available 24 hours a day, 7 days a week.



To Access Plan Member Claims:

1. Visit the Wawanesa Life website at www.wawanesalife.com.
2. On the righthand side of the main home page - Click **Plan Member Online Claims**



New Users:

You will need to register. To register, a personal and confidential Registration Key is required which can be obtained a few ways:

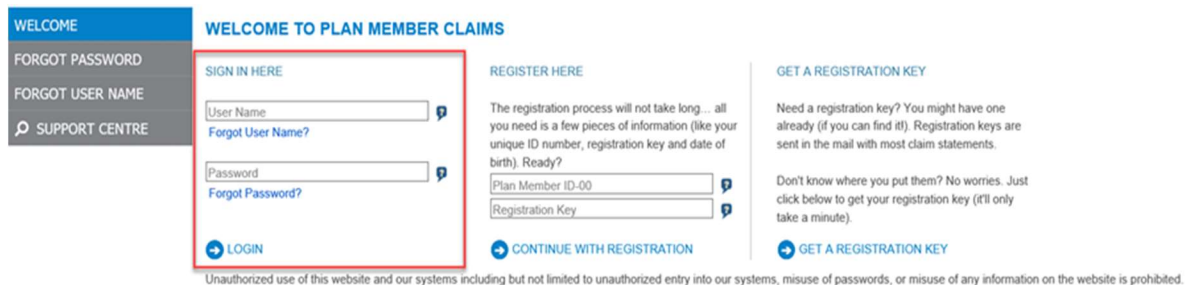
- Request it by clicking **Get a Registration Key** (see green box)
- If you have submitted a claim, your registration key will be indicated on your Explanation of Benefits (EOB) statement.

Once you have the Registration key, go back to the main **Welcome** page and type in your *Plan Member ID* (WL#) and the *Registration Key* (see purple box).



Returning Users:

This is where you can enter your *User Name* and *Password* to access your plan member online profile (red box).





New Users:

3. After clicking **Continue with registration** you will be asked to validate your identity by providing your date of birth. Once you enter this, click **Continue**.
4. Ensure you complete all mandatory fields on the **REGISTER FOR PLAN MEMBER CLAIMS** page (further instructions below). Click **Continue** for the next step.



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WELCOME

FORGOT PASSWORD

FORGOT USER NAME

SUPPORT CENTRE

REGISTER FOR PLAN MEMBER CLAIMS

Plan Member Validation | **Plan Member Details** | Direct Deposit Details | Confirm Registration

Online services are for the exclusive use of Wawanesa Life plan members. To register for your own personal account, please fill out the form below (in full) and click the REGISTER button. Remember to keep your information safe - never give out your personal User Name or Password.

Email Address
Email Address:
Confirm Email Address:

User Name
Create your personal User Name:

Password
Create your personal Password:
Confirm your personal Password:

Challenge Questions/Answers
Challenge questions and answers are used to help validate your identity (like when you forget your password). Please select three questions from the drop down and type your answer in upper or lower case.
Challenge Question #1:
Answer #1:
Challenge Question #2:
Answer #2:
Challenge Question #3:
Answer #3:

Phone Number
Phone Number: ext.
Phone Number Type:

Authorizations
 I am authorized to view all claims information for all members enrolled under my Plan Member ID Number.

Optional Authorization
 authorize the following person(s) to contact my benefits carrier to make inquiries/updates on my behalf regarding details of my benefit plan:

| | | |
|----------------------------------|-------------------------------|---|
| First Name: <input type="text"/> | Surname: <input type="text"/> | Relationship to Plan Member: <input type="text"/> |
| First Name: <input type="text"/> | Surname: <input type="text"/> | Relationship to Plan Member: <input type="text"/> |
| First Name: <input type="text"/> | Surname: <input type="text"/> | Relationship to Plan Member: <input type="text"/> |
| First Name: <input type="text"/> | Surname: <input type="text"/> | Relationship to Plan Member: <input type="text"/> |

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- Email Address** – Your personal email address where you would like to receive email correspondence.
- User Name** – Create a personal user name (that you will use in combination with your password) to sign into Wawanesa Life’s Plan Member Claims site.
User names must be alphanumeric characters (a-z, A-Z, 0-9), cannot contain any spaces or punctuation and must be a minimum of 8 characters and a maximum of 20.
- Password** – Passwords must be alphanumeric characters (a-z, A-Z, 0-9), cannot contain any spaces or punctuation, must be a minimum of 8 characters and a maximum of 20 and cannot be the words ‘welcome’ or ‘password’.
- Challenge Questions & Answers** – Create a challenge question and corresponding answer that can be used as an identity validation. If you forget your Password or User Name, you will be prompted for this question and answer and a temporary password may be emailed to you.
- Phone Number** – You must enter at least one contact number where you can be contacted for benefit related matters. Please ensure to enter the area code and an extension if applicable.
- If you are authorized to view all claims information for any member enrolled under your Plan Member ID number, click the check box.



- The **GET PAID FASTER... WITH DIRECT DEPOSIT** section provides you the opportunity to enter your banking details for direct deposit claims payment.

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WELCOME

FORGOT PASSWORD

FORGOT USER NAME

SUPPORT CENTRE

GET PAID FASTER... WITH DIRECT DEPOSIT

Plan Member Validation | Plan Member Details | **Direct Deposit Details** | Confirm Registration

Before we finish your registration, we're making a quick pit stop so you can sign up for Direct Deposit. Direct deposit means:

- You get paid faster!
- No trips to the bank!

Sign up is quick and easy. Just fill out the form below to GET PAID FASTER (you'll be glad you did). Not now? [SKIP BANKING INFORMATION?](#)

STEP 1: AUTHORIZATION

authorize Wawanesa Life to deposit funds directly into the bank account noted below. I understand that I will no longer receive statements from Wawanesa Life in the mail, as my statements will only be available online.

STEP 2: ENTER YOUR BANKING INFO

DATE _____

PAY TO THE ORDER OF _____ \$ _____

MEMO _____ PER _____

Bank (Wawanesa) Account Number
Transit (Branch) Number 12345 123 1234567

Enter the transit number, bank number and account number below.
The information must be for a Canadian institution.

Transit Number _____ Bank Number _____ Account Number _____

STEP 3: CONFIRM YOUR NOTIFICATION PREFERENCES

Yes I want to receive notification via email when I get paid or when a statement is available.

No I don't want to receive notifications via email.

THE FINE PRINT

- Claims payments will be deposited in your account after the claim has been processed.
- Direct deposit payments are issued in Canadian dollars. Any payments in US dollars will be issued by cheque.
- Don't forget: you are responsible for updating your direct deposit information if it changes in the future.

[CONTINUE](#)

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- CONGRATULATIONS ON YOUR RECENT REGISTRATION!**
Don't forget to check out our mobile app available in the Apple App Store and Google Play Store to get the most from your benefit plan in a way that's convenient for you.

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WELCOME

FORGOT PASSWORD

FORGOT USER NAME

SUPPORT CENTRE

CONGRATULATIONS ON YOUR RECENT REGISTRATION

Plan Member Validation | Plan Member Details | Direct Deposit Details | **Confirm Registration**

Thank you for registering! We will send you an email with highlights of all the cool things you can do online.

[TAKE ME TO THE HOME PAGE](#)

- Now that you are successfully registered, you can login for your personalized dashboard. There are many different selections to click on from the navigation bar on the left-hand side of the screen, allowing you to do the following:
 - My Profile** - This tab will allow you to change your e-mail address, phone number, user name and password or challenge question/answer.
 - My Benefits** - Here you can access your coverage information, view your benefit booklet or view your Wawanesa Life ID card.
 - My Claims** - Here you can submit a claim online, access personalized claim forms, view your claim statements (EOB) and search your claims history.
 - My Spending Accounts** - If you have a Health Care Spending Account, you will be able to access that information here.



- v. **Plan Member Summary** - This will give you a breakdown of your personal information, mailing address, dependent information, coverage information and any other benefit coverage you have (if applicable).
- vi. **Direct Deposit** - Here you can enter your banking information in order to have any claim reimbursement deposited directly into your bank account.
- vii. **Glossary** - List of terms or words found in our relating to a specific subject, text or dialects with brief explanations.
- viii. **Support Center** - A comprehensive, searchable library that will put you on the right track.

Having trouble with your Plan Member Online account?

**Please contact Group Customer Service toll free at:
1-800-665-7076, option 1.**



*Registering for Plan Member Online Claims will give you access to our mobile app, **Wawanesa Life - Group Benefits**. Our app provides access to many of the same features provided by Plan Member Online Claims but from your Apple or Android smart phone or tablet. To download the app, search for Wawanesa Life - Group Benefits on the App Store.*