



Everyone has an eProfile™

*waiting to be discovered.*

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## Check out your complete suite of online services

Plan members, spouses and dependents over the age of 16 are invited to visit [www.claimsecure.com](http://www.claimsecure.com) to activate their online benefits. Once there, simply choose the "Member" link and then click "Register Now". Once you have logged onto eProfile™ you will be able to:

- Enter banking information for Direct Deposit for fast and secure payment to your account
- View your personal claims history
- View dependent claims history
- Print individual claim statements
- Complete your Wellness Profile to receive important and personalized health and wellness information
- Create and access pre-populated claim forms

## Want an easier, faster way to get your claim payments?

When you register for an eProfile™ account, you'll have access to eClaims — a secure and super convenient way to get your money (sometimes as quickly as the next day!). Plus, eClaims works through our direct deposit service, so there's no waiting for cheques to arrive in the mail or time wasted standing in line at the bank. Your payments are automatically deposited into your bank account.

Your eClaims service includes:

- Real-time adjudication including instant messaging of claim eligibility
- Electronic submission of claim receipts
- Claim reversal feature (because we all make mistakes!)
- Enhanced auditing and reporting capabilities
- Automated email notification once you've been paid

*plus much more!*

## Where can I find claim forms?

Claim forms for ClaimSecure are available online at [www.claimsecure.com](http://www.claimsecure.com). Pre-populated claim forms are also available from the "Services Menu" on your eProfile™ account. Standard dental claim forms, which are used by many dentists, may continue to be used.

## What are pre-populated claim forms?

These forms are generated by the system based on your username and password. Required contact information including but not limited to: first and last name, date of birth and group and certificate identification numbers are entered by the system. You are only responsible for completing the claim details.

## Who do I call if I have questions regarding my coverage or claim status?

Please contact GroupHEALTH Global's dedicated ClaimSecure Customer Response Centre (CRC) toll free at our new number 1.855.324.2GHG (2444). If you have a drug claim question on a Saturday, call 1.888.513.4464.

## What are ClaimSecure's hours of operation?

The Customer Response Center (CRC) is available Monday through Friday from 7:00 am to 11:00 pm (EST) and 4:00 am to 8:00 pm (PST).

ClaimSecure's drug claim department is also available on Saturdays from 11:00 am to 4:00 pm (EST) and 8:00 am to 1:00 pm (PST). Please note: to reach the drug claim department on a Saturday you must call toll free: 1.888.513.4464.