



Welcome to
Canada Life

What you need to know about your benefits plan

canada **life**™



Welcome to your Canada Life

We know your physical, financial and mental well-being are important to you. So, welcome to your Canada Life group plan.

Let's get started. Here are a few tips to get the most out of your plan with the member site: My Canada Life at Work™.

Register for online services

1. **You'll need your plan number and member ID.**
You can find them on your health benefits card. If you don't have them, call us for help at 1-888-222-0775.
2. Go to mycanadalifeatwork.com two days after your plan takes effect.
3. Register to submit your claims online and review your coverage and balance details.

You can also go to your favourite app store and download the app. Search for GroupNet Mobile.

Either way, you can submit your claims, see what your plan covers and even download your benefits card to your Apple Wallet or Google Pay.

And that's not all, here are a few other ways you can use My Canada Life at Work.

Get your claim payments deposited into your bank account

It's fast and easy to have your claim payments go right into your bank account. Just add your banking details when you register. TIP: check the bottom of a cheque or sign in to your bank account online to find your banking info.

Find out when your claim has gone through

1. Go to your **Profile** and select Notifications then Claim payment notifications.
2. Set your **Notifications** settings – you can choose email or text!

What to do when you're covered by more than one benefits plan

Here's how you can access both plans to get the most out of your coverage. If the claim is for:

You:

1. Submit the claim to Canada Life.
2. Submit the unpaid part to your spouse's plan.

Your spouse:

1. Submit the claim to your spouse's plan.
2. Submit the unpaid part to Canada Life.

Your child:

1. Submit the claim to the plan of the parent whose birthday falls the earliest in the year, regardless of their year of birth.
2. Submit the unpaid balance to the other parent's plan.

Need help?

Call 1-800-957-9777. TTY: 1-800-990-6654
(Available 7 a.m. to 6 p.m. CST).



Your benefits card is now digital

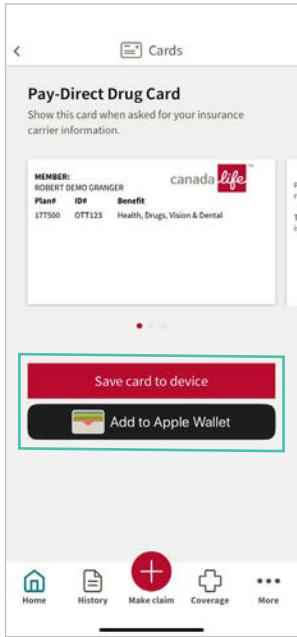
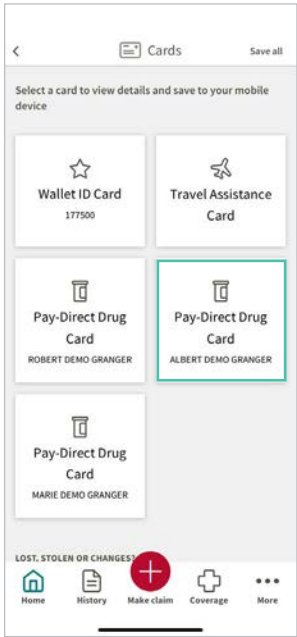
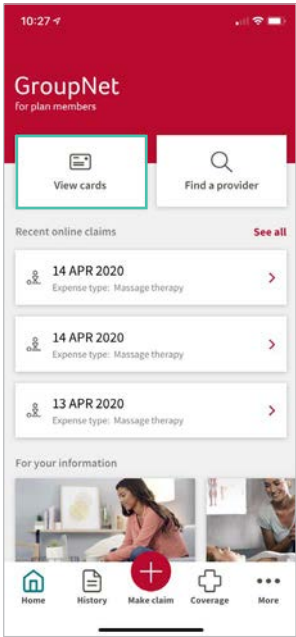
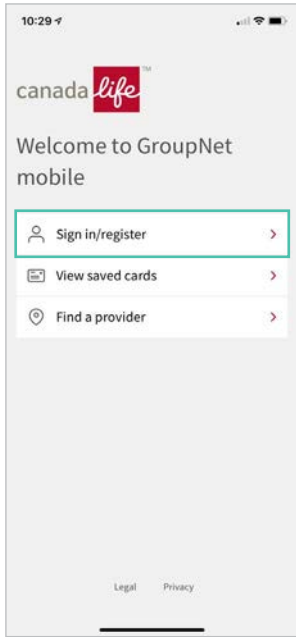
Saying no to plastic cards is just a click away.

1. Register or sign in to GroupNet mobile

2. Select View cards

3. Select the card you want to save

4. Save card to your device or add it to your wallet (Apple and Google Pay)



From your wallet you can share cards with family members covered under your benefits plan.





Register once. Benefit any time.

Online services for you

Your life is all about balance. With work and other commitments, you've become a master multi-tasker. That's why, when it comes to managing your group benefits, convenience is key.

With My Canada Life at Work™, you can:

- Submit claims
- See what your benefits cover and how much
- Find health care providers
- Download, save or print your benefit cards
- Get notified when your claims have been processed

Signing up is simple and safe

1. You'll need your plan number and member ID. You can find them on your health benefits card. If you don't have them, call us for help at 1-888-222-0775.
2. Go to mycanadalifeatwork.com
3. Follow the instructions to register

You can also go to your favourite app store and download the app. Search for GroupNet Mobile.



Your claims, your way

You have more options than ever to submit your claims, with no paper forms to fill out.

Submit your claims online

1. Sign in to My Canada Life at Work™ at mycanadalifeatwork.com or use the GroupNet Mobile app. New to your plan? Go to mycanadalifeatwork.com to register.
2. Choose Make a claim.
TIP: You can sign up to get your claims paid to your bank account. Go to your Profile, select Banking and input your banking information.

Ask your healthcare provider

Some healthcare providers can submit your claim for you – just give them your plan number and member ID. You can find both on My Canada Life at Work.

Check if your provider can submit claims for you. Search for Provider eClaims on mycanadalifeatwork.com.

Hold on to your receipts

Keep your original receipt(s) for 12 months in case we need more information after you submit your claim.

Protecting your benefits

Canada Life is committed to protecting your benefits from fraud and misuse. We apply state-of-the-art safeguards to all online claims, along with additional electronic measures for even more protection. Claims submitted online are subject to random audits and detailed adjudication.

For more information, contact your plan administrator.





Health Connected

Take charge of your health

Whether you're thinking about making changes to improve your health, or you're active and healthy and want to stay that way, Health Connected® is designed for you.

The site makes it easy for you to learn more about your health and develop health skills on your terms. It's divided into three missions:

- Health risk and health skills assessments give you an overall picture of your health so you know what to focus on.
- Team and solo challenges and virtual adventures help you practice your health skills in a fun, competitive way. Game elements like points and badges help motivate you to try new things to benefit your health.
- A digital health coach helps you build a 28-day plan to help you stay motivated and see results.

You can also:

- Learn about health conditions and more with information you can trust
- Find local community support resources
- Connect with popular apps and wearable devices to track your activities and progress
- Organize your personal health and medical history in one place

It's a one-stop spot where you can find what you need to take charge of your health.

Start using Health Connected today. Just sign in to mycanadalifeatwork.com, go to Resources and select Wellness.



1-800-957-9777 | canadalife.com

Your information is protected and as always, kept confidential. Your personal responses are not made available to Canada Life or your employer. Once a minimum number of assessments are completed, anonymized and aggregated responses may be used at a group level for reporting purposes, to help us and your employer better understand the health of your organization or to implement health and wellness programs.

Health Connected is powered by MediResource, Canada's leading provider of consumer digital health and wellness solutions. Your personal and confidential information is protected in accordance with applicable privacy laws. Incurred by you in relation to the service are your responsibility. Health Connected and the Heart Logo are registered trademarks of MediResource Inc.

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Workplace Strategies for Mental Health – Compliments of Canada Life

Free resources to support your mental health at work and beyond

With the average Canadian spending 35+ hours at work each week¹, employment has a big influence on our mental health. That's why Canada Life created Workplace Strategies for Mental Health. This website features free resources, tools, videos and articles that can help you overcome stressors at work and in your personal life.

At work

You can't do your best at work when you're feeling stressed. **This** collection of resources can help you address a wide range of work-related challenges. Topics include:

- Preventing burnout
- Bullying and conflict resolution
- Coping with change
- Being a working parent
- And more

Getting help

Sometimes having help to overcome challenges makes all the difference. You can find credible resources and supports to address a variety of mental health concerns **here**. This includes caregiver resources, self-assessment tools, help for financial stress and family issues and links to virtual support groups.



Personal growth

You can take a proactive approach to your well-being with **these** tools and activities. They'll help you build your resilience and emotional intelligence and improve your mental health.



Don't wait to take care of your mental well-being

Go to workplacestrategiesformentalhealth.com to find all these free tools and resources.

And while you're there be sure to:

- Sign up for weekly emails on mental health, leadership and healthy breaks
- Subscribe to Workplace Strategies so you're always in the know

All Workplace Strategies resources are available to all at no cost, compliments of Canada Life. To learn more, visit workplacestrategiesformentalhealth.com.

 [Twitter](#)  [LinkedIn](#)  [YouTube](#) [#WorkplaceMentalHealth](#)

Canada Life supports initiatives that make life in Canada better for all Canadians, with a focus on financial, physical and mental well-being. Workplace Strategies for Mental Health resources are offered compliments of Canada Life for all Canadian employers, people leaders, facilitators of workplace psychological health and safety and employees.

Canada Life and design are trademarks of The Canada Life Assurance Company. 79-01766-09/22

¹ [Psychological Health in the Workplace - Canada.ca](https://www.canada.ca/en/health-canada/services/psychological-health-workplace.html)

**Workplace Strategies
for Mental Health**

Compliments of Canada Life

canada  life™



Enhanced generic substitution

Many brand name drugs have generic alternatives that could be just as effective but cost less. They have the same active ingredient, same dosage strength and same dosage form.

What's enhanced generic substitution?

Your Canada Life™ prescription drug coverage includes enhanced generic substitution, which means the amount you can be reimbursed for your prescriptions is limited to the cost of the lowest-priced generic alternative.

Help keep your drug plan affordable

By asking your doctor to prescribe the generic equivalent whenever possible, you can help keep your drug plan affordable for the long term.

If your doctor prescribes a brand name drug, you can:

- Ask your pharmacist for the more cost-effective generic version of the drug
- Request the brand name drug your doctor has prescribed, and pay the difference in cost between the lowest-priced generic drug and the brand name drug

In some provinces, pharmacists must substitute brand name drugs with a generic drug if it's available.

If your doctor decides the brand name drug is medically necessary, they must complete a Request for brand name drug coverage form found at [canadalife.com](https://www.canadalife.com). If the request is approved, you'll be reimbursed the cost of the brand name drug according to the terms of your benefits plan.

For more information contact your plan administrator or go to [canadalife.com](https://www.canadalife.com).



Health Case Management

Supporting you

Taking new medications can sometimes be overwhelming, especially if you're trying to understand instructions for the medication or dealing with side effects.

Health Case Management can help. It connects you with personalized support to help you navigate your treatment.

- You get a personal health case manager to guide you through everything from focusing the effectiveness of treatment plans to making sure that medication is taken as directed
- It promotes collaboration between a network of healthcare professionals which helps maximize the effectiveness of your treatment

When you or your dependents are prescribed one of the eligible drugs related to a specific condition you or your dependent will be enrolled in the Health Case Management Program. You will be informed of the process in your approval letter.

In some cases, you could simply be contacted to co-ordinate the dispensing and delivery of your covered medication. In others you may be selected for ongoing contact with a health case manager to monitor your progress and closely follow the required treatment.

Providing you support for consistent treatment

Canada Life™ works with the experts at HealthForward Inc, to provide Health Case Management. Registered nurses with an extensive knowledge of specialty medications help assess treatment plans, assist patients, and arrange to have certain drugs that require special handling dispensed. These experts are backed by a pharmacy and treatment clinic network. Together they help ensure consistency in treatment and help improve your experience.

Your health comes first

Through Health Case Management, managing treatment plans can help you achieve better health outcomes.

New drug treatments and breakthroughs are helping Canadians like you, with medical conditions that were once thought untreatable. However, with the cost of specialty medications ranging between \$30,000 to over \$600,000 per year, many Canadians can't afford them without the help of a group benefits plan.

For more information about your Canada Life group benefits plan, contact your benefits administrator or visit us online at canadalife.com.



Pay-direct drug plan

What's a pay-direct drug plan?

The pay-direct drug plan lets your pharmacist submit your drug claim electronically, so you don't have to submit it later. Think of it like direct billing at a dentist's office.

How does my plan work?

Access your pay-direct drug plan card on mycanadalifeatwork.com and present the card numbers to your pharmacist. They'll submit your claim electronically at the time of purchase and you'll only pay for any expenses not covered by your plan.

What if I have coverage through another plan too?

If you and your spouse both have drug coverage under separate plans but neither one pays the full cost for prescription drugs, you can submit claims to both plans for additional reimbursement.

If both plans have drug cards

Show both drug card numbers to the pharmacist.
If the prescription is for:

- **You:** ask the pharmacist to submit to your plan first
- **Your spouse:** ask the pharmacist to submit to their plan first
- **Your dependant:** ask the pharmacist to submit to the plan of the cardholder whose birthday falls earliest in the year

If the other plan doesn't have a card

Prescriptions for you: use your drug plan normally, then submit a claim to your spouse's plan for the portion not covered.

Prescriptions for your spouse: submit the claim to your spouse's plan the way you usually do. Then submit a claim through mycanadalifeatwork.com to your plan for the portion not covered.

Prescriptions for a dependant: If your spouse's birth month falls first in the calendar year: submit a claim for your dependant's prescription to your spouse's plan first. Then submit a claim to your plan.

If your birth month falls first in the calendar year: use your drug plan normally, then submit a claim to your spouse's plan.

Keep your information current

It's important to keep your information up to date so that your coverage stays uninterrupted. Let your plan administrator know about life event changes, such as:

- New address
- Change in marital status
- New dependant
- Child in university

Your information is secure

You can use your drug card plan at almost any pharmacy in Canada, and your information is secure. Your medical history isn't shared with the pharmacist.

Questions?

Contact your plan administrator or go to canadalife.com.





Portable Benefits

You're irreplaceable in more ways than you know

In case the unexpected happens and you're not able to be there, set up your loved ones with help to:

- Cover everyday living expenses
- Pay off debts
- Keep the family home
- Fund an education

Get extra coverage from your group benefits plan with Portable Benefits – life, accidental death and dismemberment (AD&D) and critical illness insurance. You'll pay lower rates than similar individual products and you can keep your coverage even if you leave your group benefits plan or the plan terminates.

Who's eligible?

If you're under the age of 65, you can apply for coverage for any or all of these benefits.

Life insurance

Life insurance pays out a one-time, tax-free payment when you die. It can help your loved ones with life's extra expenses. This includes ongoing payments such as bills, a mortgage or student loans.

You can get \$100,000 of life insurance coverage without providing medical evidence when you sign up within the 31-day eligibility period. After that, you can still apply at any time and are guaranteed to be approved for \$25,000.

Accidental death and dismemberment insurance

AD&D insurance pays a tax-free benefit if you have an accident resulting in death or loss of limbs, use of limbs, sight, speech or hearing. You're covered anytime, anywhere, no matter where the accident happens.

Critical illness insurance

Critical illness insurance provides a lump sum payment if you're diagnosed with one of the covered conditions. Depending on your condition, there may be a waiting period to receive the funds. You can use the payout for needs like private nursing or medical care, modifications to a home or childcare costs.

Covered critical illness insurance conditions¹

- Alzheimer's disease
- Loss of independent existence
- Aortic surgery
- Loss of limbs
- Aplastic anemia
- Loss of speech
- Bacterial meningitis
- Major organ transplant
- Benign brain tumour
- Motor neuron disease
- Blindness
- Multiple Sclerosis
- Coma
- Occupational HIV
- Coronary artery bypass
- Parkinson's disease
- Deafness
- Paralysis
- Heart attack
- Renal (kidney) failure
- Heart valve replacement
- Severe burns
- Life-threatening cancer
- Stroke

¹Some exclusions apply to certain cancer diagnoses based on the severity of the condition.



Learn more

Go to mycanadalifeatwork.com and sign in to your account. Visit the options for you tab to learn more.

Have questions?

Email us at portablebenefits@canadalife.com or call 1-833-725-0257, Monday to Friday, between 8 a.m. and 6 p.m. ET.



Travel coverage

World-wide support in emergency medical situations

You have protection in a medical emergency anywhere in the world. For travel assistance, you also have protection in Canada if your trip is more than 500 km from home.

Help is available in two ways: through out-of-country emergency care coverage and travel assistance.

Out-of-country emergency care coverage

This coverage provides help during a medical emergency while you or your dependants are outside of Canada for vacation, business or education.

What's considered a medical emergency? That depends on the terms of your group plan. Most plans cover medical expenses for the initial treatment of a medical emergency, such as physician fees, lab fees and hospital fees. It's important to review your benefits booklet before you travel.

Provincial health care coverage must be in place for your out-of-country emergency care coverage to apply.

Travel assistance coverage

This is different than out-of-country emergency care coverage. It gives you access to a travel assistance provider, who can help you find medical help or arrange travel after a medical emergency. It's available 24 hours a day, every day. It's important to review your benefits booklet for details, including any limits based on the length of your trip. It can also help with things like:

- Interpreter services
- Vehicle return
- Care for unattended children
- Help for travelling companions

Your plan doesn't include trip cancellation, trip interruption or lost and damaged baggage coverage.

Travel assistance is also sometimes called Global Medical Assistance in your benefits plan.



How do I submit a claim?

When you return home, complete the out-of-country claim form that's available on canadalife.com. Follow the submission instructions on the form. All benefit payments are made in Canadian dollars.

If you have questions about your claim, call the travel assistance provider:

Canada or U.S.A.: 1-866-530-6025 (toll-free)

All other countries: 1-905-816-1990 (collect)

If you have questions about your coverage, call Canada Life at 1-800-957-9777 to speak with the out-of-country claims department. A TTY line is available for the deaf or hard of hearing by dialing 711.



Who do I call in case of a medical emergency?

If you experience a medical emergency while outside Canada or 500 km away from home, call:

Canada or U.S.A.
1-855-222-4051 (toll-free)

All other countries
1-204-946-2577 (collect)

These numbers are also on your card and on canadalife.com.

This document highlights features of Travel Assistance. The plan provisions are detailed in the group contract issued to your plan sponsor by Canada Life. The group contract shall be the governing document. The travel assistance provider, Canada Life and your plan sponsor are not responsible for the availability, quantity, quality or results of any medical treatment received by an insured traveller, or for the failure of an insured traveller to obtain medical services.



Consult+ virtual health care service

A virtual health and wellness clinic in your pocket

Have you heard of Consult+?

It's health care you can get through an app or online. You can meet with doctors, nurses and other health care professionals for non-urgent medical care. Use it anywhere you're comfortable talking through video, phone or chat. You get Consult+ as part of your group benefits plan through Canada Life.

Consult+ is full of convenient, time-saving features:

- 24/7 access to medical professionals
- Less time in clinic waiting rooms
- Help for non-urgent health conditions
- Prescriptions and refills for most medications
- Access to self-led therapy for mild and moderate depression and anxiety
- Requisitions for lab tests and follow-up test results, when medically needed

Create your account now – so it's ready when you need it!

It's easy. Just sign in to mycanadalifeatwork.com, go to **Coverage and balances**, select **Health** and scroll down to **Other coverage**.

- **Tip:** To create your Consult+ account, you'll need your plan number and member ID. You can find them on your health benefits card. If you don't have them, call us for help at 1-888-222-0775.

1-800-957-9777 | canadalife.com

All services provided by Dialogue Health Technologies Inc. are Dialogue's responsibility. Canada Life isn't responsible for the provision of such services, their results or any treatment received or requested in connection therewith. Access to Consult+ services are subject to your acceptance of the terms and conditions (including privacy policies) established by Dialogue.

Canada Life may change or cancel the service or restrict your access to any of the services provided at any time without prior notice and at its sole discretion. Any additional expenses incurred by you in relation to the service are your responsibility.



CoreContact

Employee assistance program

When facing a major life change or hard times, it can be hard to stay focused. To help you in your time of need, your group benefits plan has an employee assistance program called CoreContact.

You and your family can get confidential support from CoreContact. It's available for free, 24/7 and is bilingual.

You can get help with:

- Marital and other relationships
- Family and parenting
- Career
- Addictions

How does it work?

A qualified counsellor works with you to find solutions to problems in a short time frame. You can choose from six counselling options: face to face, phone, e-counselling, video counselling, online chat, and using self-directed resources.

If you need long-term, specialized attention, counsellors will refer you to a professional or agency to help you. Although this third-party counselling isn't covered under CoreContact, your CoreContact counsellor will keep in touch with you (with your permission) and manage the case until your treatment ends.

What CoreContact offers

- Confidential assessment, counselling and referral
- Crisis intervention
- Trauma response
- Health information and assessment
- Nutrition and naturopathic information
- Legal and financial consultation and referral
- Childcare and eldercare information and resource referral
- Interactive online resources and virtual support

How to reach CoreContact

Call us toll-free at 1-866-289-6749. A TTY service is available for the hearing impaired at 1-877-338-0275.

To access the LifeWorks website, sign in to mycanadalifeatwork.com, go to **Coverage and balances**, select **Health** and scroll down to **Other coverage**. Then click on the link under employee assistance program.

Download the LifeWorks app and enter:

Username: canadalife

Password: lifeworks



Health and wealth consultants are here to help

Attention and advice just for you

Want to talk to someone about your plan?

Not sure how to update the amount of your contributions? Or if you have the right health coverage for your family? A health and wealth consultant can help.

They can help you make the most of your group plan. They'll connect with you to answer your questions and guide you toward next steps.

Health and wealth consultants help empower you to make informed choices about your health and financial wellness.

Who are health and wealth consultants?

They are licensed professionals trained on both insurance and investments. They can:

- Offer personalized guidance and advice
- Serve you in multiple languages

Virtual appointments are available at a time that fits your schedule. Our online booking tool is easy to use. Health and wealth consultants will review your plan and any questions you provide prior to your call.

What other members are saying

“I never had something like this before with any other benefit provider in my life. This experience has truly been terrific. Thank you, Canada Life, for this.”

– A. M., plan member

Book an appointment at canlife.co/hello

1-800-957-9777 | canadalife.com

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79-01257 10/22

canada ™

INSTRUCTIONS

1. Complete page 1 and 2 of this form in full.
2. Attach receipts for all services and retain copies for your files as original receipts will not be returned.
3. Send to the appropriate Benefit Payment Office for your plan. See PART 10.

THIS IS A: **Claim for benefits** **Pretreatment/estimate**

All claims under this group benefits plan are submitted through the plan member. We may exchange personal information about claims with the plan member and a person acting on their behalf when necessary to confirm eligibility and to mutually manage the claims.

PART 1 - Confirmation, Authorization and Signature

I certify that the information given on this claim form is true, correct and complete to the best of my knowledge. I certify that all goods and services being claimed have been received by me, my spouse and/or my dependents; and that my spouse and/or dependents are eligible under the terms of my plan.

The submission of fraudulent claims is a criminal offence. Canada Life takes the submission of fraudulent claims seriously. Suspected fraudulent claims may be reported to your employer or plan sponsor and to the appropriate law enforcement agency.

At Canada Life, we recognize and respect the importance of privacy. Personal information that we collect will be used for the purposes of assessing your claim and administering the group benefits plan. I authorize Canada Life, any healthcare or dentalcare provider, my plan administrator, other insurance or reinsurance companies, administrators of government benefits or other benefits programs, other organizations or service providers working with Canada Life located within or outside Canada, to exchange personal information when necessary for these purposes. I understand that personal information may be subject to disclosure to those authorized under applicable law within or outside Canada.

I also consent to the use of my personal information for Canada Life and its affiliates' internal data management and analytics purposes.

For a copy of our Privacy Guidelines, or if you have questions about our personal information policies and practices (including with respect to service providers), write to Canada Life's Chief Compliance Officer or refer to www.canadalife.com.

Plan Member signature **X** _____ Date: Day Month Year

PART 2 - Plan Member Information - You must complete this section fully. If you are unsure of your plan name, plan number or plan member I.D. number, please contact your plan administrator.

Plan name

Plan number Plan member I.D. number

Plan Member Name

First name Last name

Plan Member Address

Number and street City or town Province Postal code

Date of birth: Day Month Year

Language preference: English French

PART 3 - Coordination of Benefits - Complete this section to indicate whether you or any member of your family have benefits coverage from any other plan.

1. Are you, or any member of your family, entitled to insurance under any other plan for the expenses being claimed? Yes No
If yes, please answer the questions below.

2. Who does the other insurance belong to? Self Spouse Child
First Name _____ Last Name _____

3. If the patient is a dependent child, please provide spouse's date of birth: Day Month

4. Is the other insurance also with Canada Life? Yes No*
If yes, please provide: Canada Life plan number _____ ID Number _____

5. Is treatment required as the result of an accident? Yes No
If yes, what kind of accident? Motor Vehicle If other, please explain. _____

6. Is a claim being made for Worker's Compensation Benefits? Yes No

*If the other insurance is not with Canada Life and you have submitted these expenses to your other insurer, please attach the other insurer Explanation of Benefits (EOB) to this claim. An EOB is required even if no benefits were paid by the other insurance.

PART 4 - Patient Information - Complete for all expenses; one line per patient.

Patient name First name/Last name	Patient's Relationship to plan member Self Child Spouse	Patient's Date of birth			If child over 18 years		Does Patient Reside with Plan Member?			
					Full time student hours per week	If employed, how many hours worked per week?		Yes	No	
						Yes				No
	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>					<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>			
	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>					<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>			
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	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>					<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>			

PART 5 - Claim Details - If additional space is needed, attach a separate page.

Patient Name - First name/Last name	Type of Expense	Nature of Illness

PART 6 - Prescription Drug Expenses - Credit card receipts and/or debit slips alone are insufficient. Official pharmacy or clinic/physician receipts are required.

All receipts must include:

- Patient name
- Date of service
- Rx number
- Drug name
- Quantity dispensed
- Drug identification number (DIN)

Please note, receipts for drugs dispensed in Ontario must include the dispense fee.

PART 7 - Paramedical Expenses - For chiropractor, physiotherapist, massage therapist, psychologist, etc.

All receipts must include:

- Patient name
- Date of service
- Name of treatment provided
- Charge for each service
- Provider's name, address, telephone number, professional designation and professional association
- Amount paid by provincial plan if applicable

PART 8 - Medical Expenses - For medical equipment, appliances and services.

All receipts must include:

- Patient name
- Date item was received
- Name of item purchased or a detailed description of the services or supplies
- Charge for each item/service
- Provider's name, address, telephone number and professional designation
- Amount paid by provincial plan if applicable

PART 9 - Visioncare Expenses - Laser eye surgery, glasses, contact lenses and eye exams.

Receipt details All receipts must include: • Patient name • A breakdown of charges for lenses & frames or eye exam • Date eyewear was received • Date the eye exam was performed and paid for	Patient Name First name/Last name	Reason for purchase of lenses (check all that apply)			
		Initial prescription	Prescription change	Loss or breakage	None of these reasons
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

PART 10 - Submitting Your Claim

Please send your claim to the Benefit Payment Office below. If blank, please consult your plan administrator for the address.

Questions? Call Toll Free:



Deaf or hard of hearing and require access to a telecommunications relay service?

Please contact us:

TTY to Voice: 711

Voice to TTY: 1-800-855-0511

www.canadalife.com

PART 1 DENTIST			UNIQUE NO.	SPEC.	PATIENT'S OFFICE ACCOUNT NO.	I HEREBY ASSIGN MY BENEFITS PAYABLE FROM THIS CLAIM TO THE NAMED DENTIST AND AUTHORIZE PAYMENT DIRECTLY TO THE DENTIST.	
PATIENT	LAST NAME		GIVEN NAME		DENTIST		SIGNATURE OF SUBSCRIBER
	ADDRESS		APT.				
	CITY	PROV.	POSTAL CODE				
FOR DENTIST'S USE ONLY, FOR ADDITIONAL INFORMATION, DIAGNOSIS, PROCEDURES, OR SPECIAL CONSIDERATION.			I UNDERSTAND THAT THE FEES LISTED IN THIS CLAIM MAY NOT BE COVERED BY OR MAY EXCEED MY PLAN BENEFITS. I UNDERSTAND THAT I AM FINANCIALLY RESPONSIBLE TO MY DENTIST FOR THE ENTIRE TREATMENT. I ACKNOWLEDGE THAT THE TOTAL FEE OF \$ _____ IS ACCURATE AND HAS BEEN CHARGED TO ME FOR SERVICES RENDERED. I AUTHORIZE RELEASE OF THE INFORMATION CONTAINED IN THIS CLAIM FORM TO MY INSURING COMPANY/PLAN ADMINISTRATOR. I ALSO AUTHORIZE THE COMMUNICATION OF INFORMATION RELATED TO THE COVERAGE OF SERVICES DESCRIBED IN THIS FORM TO THE NAMED DENTIST. SIGNATURE OF PATIENT (PARENT/GUARDIAN) _____ OFFICE VERIFICATION _____				
DUPLICATE FORM <input type="checkbox"/>							

										INSTRUCTIONS										
DATE OF SERVICE			PROCEDURE CODE	INTL. TOOTH CODE	TOOTH SURFACES	DENTIST'S FEE	LABORATORY CHARGE	TOTAL CHARGES												
DAY	MO.	YR.																		
THIS IS AN ACCURATE STATEMENT OF SERVICES PERFORMED AND THE TOTAL FEE DUE AND PAYABLE, E. & O.E.							TOTAL FEE SUBMITTED				All claims under this group benefits plan are submitted through the plan member. We may exchange personal information about claims with the plan member and a person acting on their behalf when necessary to confirm eligibility and to mutually manage the claims. 1. Have your dentist complete Part 1. 2. Employee completes Parts 2 and 3. 3. If you wish benefits to be paid directly to the dentist, sign the assignment portion of Part 1 above. Assignment of benefits is irrevocable. Canada Life may discuss details of this claim with the assignee. 4. Send this claim to: <div style="background-color: #ccc; padding: 2px; display: inline-block;">Questions? Call Toll Free:</div>									

www.canadalife.com
Deaf or hard of hearing and require access to a telecommunications relay service?
 Please contact us: TTY to Voice: 711
 Voice to TTY: 1-800-855-0511

PART 2 EMPLOYEE INFORMATION

Plan Number _____ Division Number _____ Employee Identification Number _____

Plan Name _____

Employee Name _____ Date of birth ____/____/____
Day Month Year

Employee address _____

At Canada Life, we recognize and respect the importance of privacy. Personal information that we collect will be used for the purposes of assessing your claim and administering the group benefits plan. For a copy of our Privacy Guidelines, or if you have questions about our personal information policies and practices (including with respect to service providers), write to Canada Life's Chief Compliance Officer or refer to www.canadalife.com.

I also consent to the use of my personal information for Canada Life and its affiliates' internal data management and analytics purposes.

I authorize Canada Life, any healthcare provider, my plan administrator, other insurance or reinsurance companies, administrators of government benefits or other benefits programs, other organizations, or service providers working with Canada Life, located within or outside Canada, to exchange personal information when necessary for these purposes. I understand that personal information may be subject to disclosure to those authorized under applicable law within or outside Canada. I certify that the information given is true, correct, and complete to the best of my knowledge.

Employee's Signature _____ Date _____

PART 3 COORDINATION OF BENEFITS

1. Patient's relationship to you _____ 2. Patient's date of birth ____/____/____
Day Month Year

3. If the patient is a child, does the patient reside with you? Yes No

4. If the child is over 18: a) Is the dependent a full-time student? Yes No
 b) If student, how many hours per week at school? _____
 c) Is the dependent employed? Yes No If yes, how many hours worked per week? _____

5. a) Are you or any other member of your family entitled to benefits under any other plan? Yes No
 If yes, name of family member insured _____ Relationship to employee _____
 Name of other insurance company _____ Policy Number _____
 b) Is any member of your family (other than yourself) insured as an employee under this plan? Yes No
 c) If yes to questions 5 a) or b), and the patient is a dependent child, please provide spouse's Date of Birth ____/____/____
Day Month Year

6. Is this treatment required as the result of an accident? Yes No
 If yes, give date, location, and explain how accident happened _____

7. Is a claim being made for Worker's Compensation Benefits? Yes No

8. If claim is for denture, crown or bridge, is this initial placement? Yes No If no, give date of prior placement and reason for replacement.