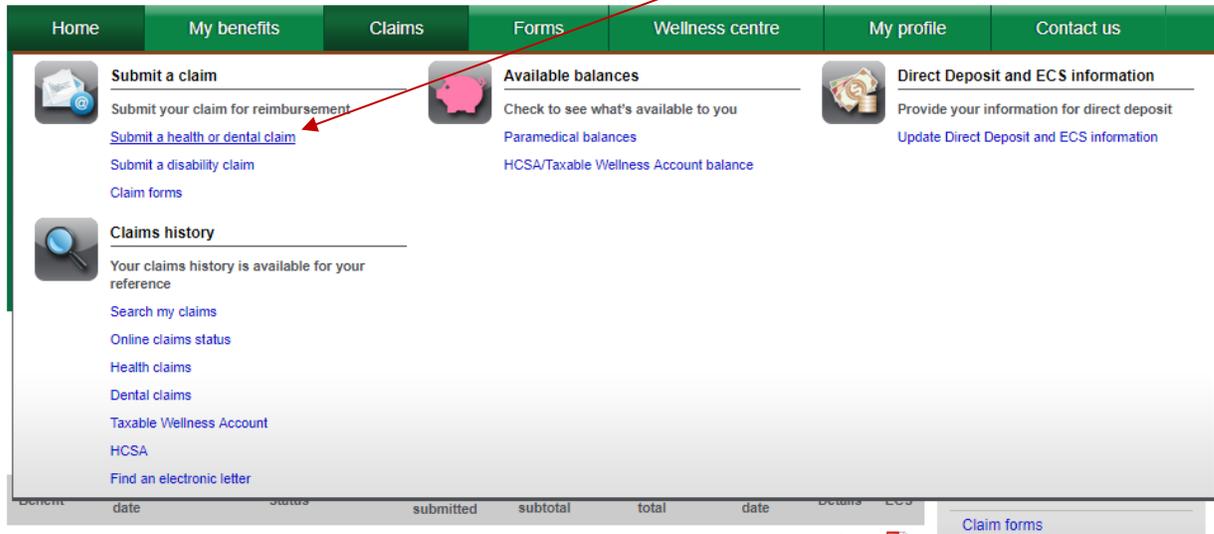


Online Claim Submission – Other Providers

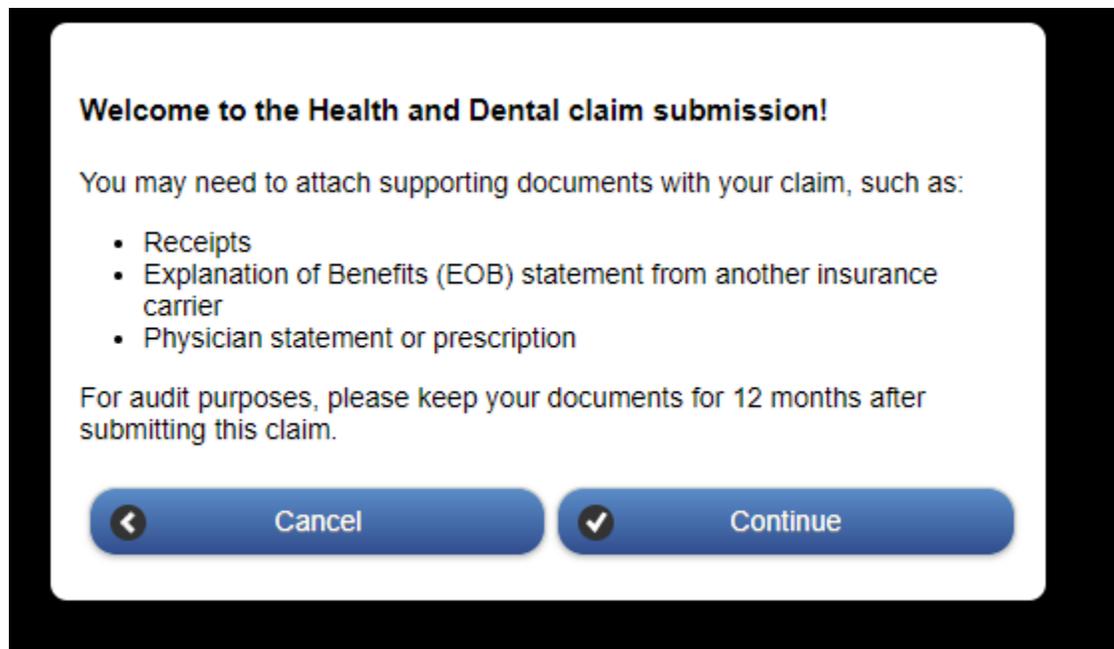
Over the summer of 2017, Manulife has made some updates to claim submissions. Previously, if the service or expense that you have was not listed on their providers drop down menu, you had to mail in the claim to Manulife. Now you can submit this expense online either from a computer or mobile device by attached a file containing your claim expenses.

To submit these claims online, you will simply do the following:

1. Once you have login in to the Manulife Plan Member website, you will want to click on “Submit a health or dental claim” which is found under the claims tab



2. You will see this warning, you will want to click on continue



Online Claim Submission – Other Providers

3. On the first page under “Select Service Provider”, you will want to choose the option “Other”

The screenshot shows a form titled "Reimburse my claim from:" with three radio button options. Below this is a section "Select service provider type and patient" with a "Select service provider type" dropdown menu. The dropdown menu is open, showing a list of provider types: Select, Vision care provider, Dental/Orthodontics, Chiropractor, Massage therapist, Physiotherapist, Acupuncturist, Chiropractist, Naturopath, Osteopath, Podiatrist, Psychologist, Speech therapist, Athletic therapist, Social worker, and Other. The "Other" option is highlighted in blue. There are also "Cancel" and "Continue" buttons at the bottom.

4. You will see this when you select this option.

The pop-up window is titled "Choosing the type of service provider" and contains the following text: "Please use 'Other' category only if you are claiming:" followed by a bulleted list: "medical equipment and supplies, hospital expenses, ambulance expenses, diagnostic fees, emergency expenses from outside your province (or outside Canada), or expenses from any other type of service provider not listed." Below this is the text "Or adding a document for a previous claim:" followed by a bulleted list: "send additional documentation as requested by Manulife." There is a "Close" button at the bottom.

5. You will then select you the claim is for and answer the questions regarding coverage under another plan.

The screenshot shows the form with the "Or select a spending account" dropdown menu open, showing "Select." as the only option. Below this is the text "If your dependant is not listed please contact your plan administrator" followed by a "Select a patient" dropdown menu, also showing "Select." as the only option. At the bottom, there is a question "Is this patient covered under another plan for these expenses?" with "Yes" and "No" buttons.

Online Claim Submission – Other Providers

- On the next page, instead of entering the expense, you will be able to upload your expenses from your computer or mobile device. Once you have uploaded the file, you will finish off the claim submission by clicking on the “I have read and agree with the terms, condition and authorization” and then click on the submit button.

Submit a claim



Attachments

[Need help attaching your documents?](#)

Please attach all supporting documents for this claim

- Supported formats: gif, jpeg, jpg, pdf, png, tif or tiff
- Maximum size for each file: 5MB

Attach your document(s)

Select



Any unpaid portion of this claim will be processed **separately** under your Health Care Spending Account. **Please do not submit a separate claim/request for this expense. Allow processing time of 5-7 Business days.**

Terms, conditions & authorization

I certify that the information provided for the claim(s) being submitted is true, accurate and complete and that I, my spouse and/or my dependants have received all goods or services as claimed.

I understand and acknowledge that submission of a claim determined by Manulife to be false or misrepresented will be reported, together with any related information/documentation, to my plan sponsor. I understand and acknowledge that Manulife may refer any claims it has determined were falsely submitted to law enforcement authorities for possible prosecution. Manulife will pursue the recovery of any money that has been obtained improperly through false claim submission.

I understand that I am required to keep the original claim receipts, EOB (explanation of benefits) from other carrier, and any other supporting documentation for 12 months following the date of this online claim submission for audit purposes. These documents could be requested at any time during this period.

Please read and agree with the [terms, conditions](#) and [authorization](#).



I have read and agree with the terms, conditions and authorization.



Previous



Cancel

Submit

Please keep your receipts and make note of the Manulife confirmation for your online claim submission.