



# Online services

A COMPREHENSIVE  
LINE OF SERVICES

 **Desjardins**  
Insurance  
Life • Health • Retirement

It's easy to manage your group insurance plan with our online services. There are practical tools for both you and your plan members.

## For plan administrators

### SAVE VALUABLE TIME

#### Secure site for administrators

Our secure site is a user-friendly way to quickly and efficiently perform most of the transactions required to manage your group insurance plan. You can:

- View plan member profile summaries
- Add new plan members
- Manage absences and temporary leaves of absence
- Access your monthly billing history
- View management reports
- Access pre-filled forms
- View your transaction history
- Access online training

#### Transfer of Electronic Data (TED)

With our TED service you can transfer data to our systems directly from your human resources or payroll systems. Plan member records are updated automatically. You don't have to fill out any forms or log on to the secure site.

## For plan members

### POWERFUL TOOLS AT YOUR FINGERTIPS

Plan members can access their insurance file whenever they like. Practical features<sup>1</sup> save them time and help them make well-informed healthcare choices.

#### Secure site for members

Plan members can:

- Submit claims for most types of healthcare, including vision care, dental care, and prescription drugs
- Access Health Spending and Wellness accounts and balances
- Access the drug cost simulator
- Access pre-filled forms
- Manage dependents and coordination of benefits
- Enrol in direct deposit
- Access their payment card
- Access claim reports for tax purposes
- Access the Health is Cool 360<sup>®</sup> wellness platform

#### Desjardins Travel Solution app

Plan members can:

- Store health records translated into many languages
- Access 24/7 emergency services
- Find the nearest hospital
- Access helpful travel tips and information

<sup>1</sup> Access to certain features may vary by plan or province.



## Claim 360° app

Plan members can:

- Submit claims for many types of healthcare, including vision care
- Find healthcare professionals who offer point-of-service claims
- Access their payment card
- Access their Health Spending Account and balances
- Access the drug cost simulator and pharmacy finder
- Access the Health is Cool 360° wellness platform

Our mobile apps are free and work on iOS and Android™ phones and tablets.

## Health is Cool 360° wellness platform

Available online or by phone, this service helps members make informed health and wellness decisions. Its many features include:

- A health evaluation questionnaire to identify risk factors that might jeopardize their health
- Health PACT, a personalized online and telephone accompaniment service
- Tips and information on treatments and prevention, and how to manage illnesses.

## Point-of-service claims

We've set up a service that lets many healthcare professionals submit plan members' claims directly. Plan members don't have to fill out any forms: it's all done for them right at the point of service. It's a secure option that streamlines the claims process.

## Security is a top priority

### SECURE TRANSACTION ENVIRONMENTS

Our sites feature robust encryption protocols that protect your data. You can browse with peace of mind, knowing you're working in a highly protected online environment.

### PROACTIVE FRAUD PREVENTION AND DETECTION PROCESS

Fraud is a threat to group benefits plans, and we take it seriously. Our thorough processes have detected many cases of fraud and we're always vigilant. For more information about our fraud and abuse prevention programs, go to

**[desjardinslifeinsurance/fraud](https://desjardinslifeinsurance/fraud)**.

## We are here for you

If you have any questions about our online services, or if you need help managing your plan, just email or call our Customer Contact Centre for quick, courteous professional assistance.

**Our contact information is on our secure site for administrators.**

## About Desjardins Insurance

Desjardins Insurance offers a wide range of flexible life insurance, health insurance and retirement savings products and services. It has been providing innovative services to individuals, groups and businesses for over a century. Desjardins Insurance ensures the financial security of over five million Canadians from its offices across the country. It is one of the top five life insurance companies in Canada, and a member of Desjardins Group, Canada's leading cooperative financial group.

### Vancouver

604-718-4410  
1-800-667-6267

### Winnipeg

204-989-4350  
1-888-942-3383

### Montreal

514-285-7880  
1-800-363-3072

### Halifax

902-466-8881  
1-800-567-8881

### Calgary

403-216-5800  
1-800-661-8666

### Toronto

416-926-2662  
1-800-263-9641

### Quebec City

418-838-7800  
1-877-828-7800

### St. John's

1-800-567-8881

### Edmonton

780-822-2293

### Ottawa

613-224-3121  
1-888-428-2485

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