



# Claims made easy!



**Desjardins**  
Insurance

Life • Health • Retirement

# Four quick and easy ways to submit your healthcare claims

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## ONLINE

You can submit claims for most healthcare services, including vision care, dental care and prescription drugs, directly on our secure site.<sup>1</sup> Here are the steps to follow:

- 1.** Go to [desjardinslifeinsurance.com/planmember](https://desjardinslifeinsurance.com/planmember) and select **Access our online services**.
  - 2.** Log in to your account. If you haven't registered yet, select **Register now** and follow the on-screen instructions.
  - 3.** From the home page, select **Submit a claim > Online claim**.
  - 4.** Follow the on-screen instructions. If you need help, you can find more detailed instructions at [desjardinslifeinsurance.com/findouthow](https://desjardinslifeinsurance.com/findouthow) > **Submit a claim via our secure site**.
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## A PAYMENT CARD

- 1.** Show your card to your pharmacist, your dentist, or your healthcare professional.<sup>2</sup>
- 2.** You don't have to submit a claim to be reimbursed for approved expenses.
- 3.** Your claim will be processed according to your group insurance coverage. Your pharmacist, dentist or healthcare professional<sup>2</sup> can tell you right away how much you have to pay, if anything, and the amount we will reimburse.
- 4.** Your pharmacist, dentist, or healthcare professional<sup>2</sup> will give you a receipt showing the details of your claim. Remember to keep your receipts on file for income tax purposes.

You can find a list of participating healthcare professionals at [desjardinslifeinsurance.com/providers](https://desjardinslifeinsurance.com/providers) or on our **Omni** app. When you go to your appointment, just tell the participating healthcare provider that you'd like to use the eClaims service.

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

<sup>2</sup> Some healthcare professionals are authorized to make transactions for you.

## FROM A MOBILE DEVICE

You can use our Omni app to submit claims for many healthcare services, including vision care.<sup>1</sup> Here are the steps to follow:

1. Download the Omni app from the App Store or Google Play.
2. Log in to the app. If you haven't registered yet, select **Register** and follow the on-screen instructions.
3. Once you've logged in, select **File a claim**, then follow the instructions.

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## FORMS

For some types of healthcare services, you'll have to submit a form. Here are the steps to follow:

1. If you have an online account, log in and select **Submit a claim > Claim forms**. If you don't have an account, go to [desjardinslifeinsurance.com/forms](https://desjardinslifeinsurance.com/forms).
2. Choose the right form for your claim.
3. Fill out the required fields, including your policy/group and certificate numbers.
4. Double-check your information, attach your original invoices, and sign and date the form.
5. **BY MAIL** (paper forms)  
Send everything to the address shown on the form.

### THROUGH OUR SECURE ONLINE SERVICE

(electronic forms)

Go to [desjardinslifeinsurance.com/send](https://desjardinslifeinsurance.com/send)

- Fill out all of the required fields in **Step 1 – Information**.
- Under the question **What type of insurance are you contacting us about?** Select **Group insurance through your employer, a group or an association**.
- Then under **Request type**, select the type of documents you are submitting.
- In the **Attach your documents** section, click on **Add** to upload your documents. Do not attach zipped (compressed) files or password-protected files and make sure your attachments are within the size limit and in one of the accepted file formats indicated on-screen under the boxed text.
- On the next page, double-check all of the information, make corrections, if necessary, and click on **Send**.  
**NOTE:** If you click on **Exit**, your claim will be cancelled.

# Get reimbursed faster

We can deposit your reimbursement directly in your bank account as soon as your claim has been processed. To register for direct deposit:



## FROM YOUR ONLINE ACCOUNT

1. In the **Quick links** section of the home page, select **Manage direct deposit**.
2. Follow the on-screen instructions.



## ON THE OMNI APP

1. Select **Direct deposit**.
2. Follow the on-screen instructions.

Online claims are generally processed within two business days.



# Important information



Make sure you submit your claims within 12 months of receiving the healthcare treatment or services.



Keep copies of your receipts in case you're asked to send them in. Your claims can be audited at any time in the 12 months following the date you submit them.



Submit a dental treatment plan prepared by a professional for any treatments that cost more than \$500.



You must be registered for direct deposit to submit claims online or through the app.

# 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 offices across the country. It is one of the top life insurance companies in Canada and a member of Desjardins Group, the leading cooperative financial group in Canada.

## Contact us

Please feel free to contact us for more information about our products and services.

You'll find our contact information in the **Contact us** section of the secure site or the Omni app, or at **[desjardinslifeinsurance.com/planmember](https://desjardinslifeinsurance.com/planmember)**.



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