



Welcome to  
Canada Life

What you need to know about your benefits plan

EXP SERVICES INC.

Plan # 59262

canada  <sup>TM</sup>



# 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 Canada Life's member site: GroupNet for plan members.

## Register for online services

1. **Find your plan number and member ID** – it's on the front of your benefits statement or benefits card in this package.
2. Go to [Canadalife.com](https://canadalife.com) two days after your plan takes effect.
3. **Sign in** as a **member** on GroupNet for plan members.
4. **Register** to submit your claims online and review your coverage and balance details.

After you register, you have two ways to sign into your GroupNet for plan members account.

## [Canadalife.com](https://canadalife.com)

Sign in on GroupNet for plan members.

## Download the app

Go to your favourite app store and download the GroupNet for plan members app.

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 put GroupNet for plan members to work for you.

## 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 for GroupNet.

**TIP:** check the bottom of a cheque or sign into your bank account online to find your banking info.

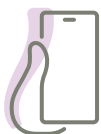
### Find out when your claim has gone through

1. Go to your **Profile** on GroupNet for plan members.
2. Set your **Notifications** settings – you can choose email or text!

### Get a medicine cabinet assistant

1. Download the free **DrugHub** app on the App Store.
2. Sign in with your GroupNet for plan member info.
3. Choose reminders to take your medications on schedule.
4. Get reminders about ordering refills.

Do the same for your family members!



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

### 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:	Step 1	Step 2
You	Submit the claim to Canada Life.	Submit the unpaid part to your spouse's plan.
Your spouse	Submit the claim to your spouse's plan.	Submit the unpaid part to Canada Life.
Your child	Submit the claim to the plan of the parent whose birthday falls the earliest in the year, regardless of their year of birth.	Submit the unpaid balance to the other parent's plan.



[canadalife.com](https://canadalife.com)

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Apple Pay is a trademark of Apple Inc., registered in the U.S. and other countries.  
Google Pay is a trademark of Google LLC.  
79-00287- 01/20



# Register once. Benefit any time.

## Online services for you

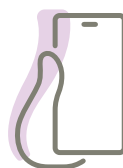
Your life is all about balance. With work and other commitments, you've become a master multi-tasker. That's why, when it comes to managing your group benefits, convenience is key.

### With GroupNet, you can:

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

### Signing up is simple and safe

1. Find your plan number and member ID.  
(TIP: They're on your benefits card.)
2. Go to [canadalife.com](https://canadalife.com)
3. Select Sign in to GroupNet for plan members
4. Follow the instructions to register



After you sign up, you have two ways to sign into your GroupNet for plan members account.

- **Canadalife.com**  
Sign in on GroupNet for plan members.
- **Download the app**  
Go to your favourite app store and download the GroupNet for plan members app.







# 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 into your GroupNet for plan members account on [canadalife.com](http://canadalife.com) or on the GroupNet app. New to your plan? Go to [canadalife.com](http://canadalife.com) to register for GroupNet.
2. Choose **Make a claim**.  
TIP: You can sign up to get your claim paid to your bank account through GroupNet for plan members. Look for banking in your profile.

## 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 your benefits cards or on GroupNet for plan members.

Check if your provider can submit claims for you. Search for **Provider eClaims** on [canadalife.com](http://canadalife.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.**





# 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. You can find Health Connected on GroupNet™ for Plan Members by clicking on Health & Wellness Site.**

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.





# Assure Card

## What's an Assure Card™?

The card lets your pharmacist submit your drug claim electronically right at the pharmacy, so you don't have to pay out of pocket and submit the claim later. You only pay the portion that's not covered by your plan. Think of it like direct billing at a dentist's office.

## How do I use the card?

Simply present your card to the pharmacist before the prescription is filled. The pharmacist may ask for your personal information, such as your address and date of birth.

## 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 and have the total cost covered.

## ✓ If both plans have drug cards

Give both drug cards 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

If your spouse's plan doesn't have a drug card, you'll have to submit your claim by filling out a paper form or online (see GroupNet™ for Plan Members for forms and online claims). If the prescription is for:

- **You:** use your card at the pharmacy and submit a paper claim to your spouse's plan for the rest
- **Your spouse:** submit the claim to your spouse's plan first, then a paper claim to Canada Life for the remainder
- **Your dependant:** submit the claim to the plan of the parent whose birthday falls earliest in the year

## 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 the card at almost any pharmacy in Canada, and your information is secure. Your medical history is not shared with the pharmacist.



Try the free  
**DrugHub app**

### With DrugHub you can:

- Search thousands of drugs: ingredients, interactions, and side effects
- Set reminders to take medications on schedule
- Know when to order refills

You can download the app from the **App Store**.

**Questions?** Contact your plan administrator or  
[canadalife.com](https://canadalife.com)

Assure Card is a trademark of TELUS Health.







# 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 generic substitution?

Your Canada Life™ prescription drug coverage includes 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. You can still request the brand name drug your doctor has prescribed, but you'll have to 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 one is available.

If your doctor decides the brand name drug is medically necessary, they can indicate “no substitution” on your prescription. In this case, 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://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](https://canadalife.com).**



# Travel Assistance

## World-wide support in emergency medical situations

### This is what happened

The Granger family is in Peru on a hiking trip of a lifetime. Everyone's ready with hiking boots, hats and sunscreen.

At the start of the trail, eight-year-old Simon says he's feeling nauseous and is having sharp stomach pains. Simon's mother feels his forehead and he definitely has a fever. There's no way Simon can go on this hike.

### Change of plans

The family is now faced with a medical situation and needs help. Unfortunately, their Spanish is poor so communicating with locals is hard. Luckily, Canada Life's Travel Assistance emergency line is available in different languages, 24 hours a day. In just one phone call, Travel Assistance helps Simon's parents find the nearest hospital and a local interpreter.

Travel Assistance helps financially too. Simon ends up at a hospital that requires an advance payment before they'll admit him. No problem – Travel Assistance makes the admission payment on Simon's behalf.

In the end, Simon is diagnosed with appendicitis and his parents need to delay the flight home. Fortunately, Travel Assistance also covers the cost of changing flights for Simon and one of his parents.

**Travelling offers countless rewards and experiences. One experience you'll want covered is an emergency medical situation.**

Through your group benefits plan and its arrangement with a travel assistance provider, you have protection in a medical emergency anywhere in the world. You also have protection in Canada if your trip is more than 500 km from home.

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

### Why is Travel Assistance important?

Through Travel Assistance, you have access to co-ordinators who can direct you to the nearest, most appropriate physicians, hospitals and clinics. They can also help you with travel arrangements.



## **More ways to benefit from Travel Assistance**

**Medical advisors** – Qualified licensed physicians, under agreement with the travel assistance provider, can consult and review your event to help determine the best course of action.

**Courtesy assistance** – Can help you locate qualified legal advice, local interpreters and appropriate services for replacing lost passports.

**Admission advance assistance** – Can advance the admission payment to the hospital when required.

**Assisting unattended children** – If you're hospitalized, the assistance provider will pay up to a maximum of one-way regular economy airfare for your minor children who are left unattended because of your hospitalization. It will help organize travel arrangements, boarding and travel connections for your unattended children.

**Return of vehicle** – In the event of an illness, death or an injury that prevents you from driving, Travel Assistance covers up to \$1,000 toward the cost of your vehicle's return home or to the nearest rental agency.

**Transportation reimbursement** – The cost of comparable return transportation home will be covered if you're in a hospital and miss prearranged and prepaid, non-changeable return transportation.

Travel Assistance provides either return of vehicle or transportation reimbursement, but not both.

**Medical evacuation** – If you're faced with a medical emergency while travelling, and suitable local care isn't available, Travel Assistance covers the cost of a medical evacuation to a hospital in Canada, or to the nearest hospital outside of Canada equipped to provide the required treatment. A medical evacuation to Canada may also be arranged if extensive treatment is needed and your medical condition allows transportation.

**Family member travel assistance** – If you're hospitalized for more than seven consecutive days and are travelling alone, Travel Assistance will cover the expense of bringing one family member to the hospital. Travel Assistance covers the expense of one round-trip economy airfare, plus up to \$1,500 in lodging expenses. Meals aren't covered.

**Travelling companion expenses** – If you're admitted to a hospital on the date you were originally scheduled to return home and have been travelling with a companion, Travel Assistance will cover your companion's transportation and accommodation expenses incurred by your companion as a result of your hospitalization. The maximum payable for accommodation is \$1,500. Meals aren't covered.

Travel Assistance provides either family member travel assistance or travelling companion expenses, but not both.

**Transportation of remains** – In the event of death, Travel Assistance will pay expenses legally required for preparing and transporting a traveller's remains home. The travel assistance provider can help make the arrangements.

All benefit payments are made in Canadian dollars.



## Questions and answers

**What is considered a medical emergency?** – Your Canada Life benefits plan covers the costs described in this document, when the costs are experienced because of a medical emergency. A medical emergency is either:

- a sudden, unexpected injury
- a sudden, unexpected illness or acute episode of disease that couldn't have been reasonably anticipated based on the person's prior medical condition

Costs incurred for either a medical condition that requires ongoing care or elective services aren't covered.

**How do I get assistance?** – In the event of a medical emergency, call the travel assistance provider using the phone number of the location nearest to you. The phone numbers are shown in this document, on the back of your benefits card and on [canadalife.com](https://canadalife.com).

The assistance provider will help you arrange for appropriate medical care, verify your insurance coverage, and provide necessary travel assistance, such as flight, hotel accommodations and vehicle return. The assistance provider can also make advance payments, subject to Canada Life's approval.

**If I'm admitted to a hospital, does my benefits card confirm that I'm covered?** – Hospitals won't accept your benefits card as proof of medical coverage. They'll use it to call the travel assistance provider, which then contacts Canada Life to verify coverage.

**What if the hospital refuses to recognize my card or call the travel assistance provider?** – This is very unlikely. However, if it happens, you or your family member should call the travel assistance provider. They'll call the hospital directly and take appropriate measures.

**Am I required to pay hospital and doctor bills, or will Canada Life automatically pay these bills when I'm discharged?** – You're responsible for arranging payment for all hospital and doctor bills when you're discharged. In some cases, hospitals allow you to assign your insurance benefits in place of full payment. Your benefits card isn't a credit card. It doesn't provide payment.

**How do I submit a claim?** – Complete the Out-of-Country expenses claim form, located on [canadalife.com](https://canadalife.com), and any required provincial form(s). Submit all the forms and original receipts to Canada Life.

In most cases, Canada Life will pay your provincial health care plan's share of the claim on the province's behalf. Canada Life will also reimburse you on the balance of expenses covered by your benefits plan.

Before you travel, we suggest reviewing your provincial plan to see if out-of-country medical expenses are covered. Many provincial plans have time limits on submitting claims. These time limits apply to your Canada Life claims as well. If your provincial plan refuses payment, you may be asked to reimburse Canada Life for any amount already paid on its behalf.

If you have questions about your claim or coverage, call us at 1-800-957-9777 and select the option to speak with a client service representative in the Out-of-Country Claims Department. A TTY line is available for the deaf or hard of hearing at 1-800-990-6654.

**Send claims to:**  
Canada Life  
Out-of-Country Claims Department  
P.O. Box 6000  
Winnipeg, MB R3C 3A5

**Do I need to purchase additional health care coverage when I travel?** – Your Canada Life benefits plan provides out-of-country and Travel Assistance coverage for emergency medical treatment that may be required when you're travelling temporarily outside of Canada. However, it's impossible to foresee all the costs you may incur.

To help you plan, consider the maximums and reimbursement levels available in your benefits plan. These are included in your benefits booklet.

For example, if your benefits plan reimburses 80% of the balance after any applicable provincial plan benefits have been paid, you may want to buy additional coverage for the remainder. If you do buy additional insurance, Canada Life will co-ordinate the payment of your claim with your other insurance provider.

**Does my Travel Assistance plan include trip cancellation insurance?** – Travel Assistance doesn't cover transportation costs if you're unable to leave home at the start of a trip due to a death in your family, or if you or a family member becomes seriously ill. This type of coverage is provided by trip cancellation insurance.

If you miss prearranged and prepaid return transportation to Canada because you're in a hospital, the travel assistance provider will arrange and pay the cost of comparable return transportation for you.



## 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
Cuba:	1-204-946-2946*
All other countries:	1-204-946-2577*

\*Submit long distance charges to Canada Life for reimbursement.

The toll-free number is meant to be used in case of emergency only but may not work in all circumstances. This is because cell phones don't always connect to toll-free numbers and some pay phones may need payment to place the call.

These numbers are also on the back of your benefits card and on [canadalife.com](http://canadalife.com).

## 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.

Did you know that most claims can be submitted online, and you could receive your claim payment faster with direct deposit?

Go to <http://groupnet.canadalife.com> for details.

## 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 dental care 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](http://www.canadalife.com).

Plan Member signature **X**Date: 

Day	Month	Year
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## 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?			
						Day	Month		
	<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"/> <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	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
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		<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"/>	<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: 1-800-957-9777**For the deaf or hard of hearing:  
Toll Free: 1.800.990.6654[www.canadalife.com](http://www.canadalife.com)





PART 1 DENTIST				UNIQUE NO.		SPEC.		PATIENT'S OFFICE ACCOUNT NO.				
P A T I E N T	LAST NAME			GIVEN NAME			D E N T I S T					
	ADDRESS			APT.								
	CITY			PROV.			POSTAL CODE					
FOR DENTIST'S USE ONLY, FOR ADDITIONAL INFORMATION, DIAGNOSIS, PROCEDURES, OR SPECIAL CONSIDERATION.							PHONE NO.			SIGNATURE OF SUBSCRIBER		
DUPLICATE FORM <input type="checkbox"/>							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 HEREBY ASSIGN MY BENEFITS PAYABLE FROM THIS CLAIM TO THE NAMED DENTIST AND AUTHORIZE PAYMENT DIRECTLY TO THE DENTIST.		
							I ACKNOWLEDGE THAT THE TOTAL FEE OF \$_____ IS ACCURATE AND HAS BEEN CHARGED TO ME FOR SERVICES RENDERED.					
							SIGNATURE OF PATIENT (PARENT/GUARDIAN) _____					
							OFFICE VERIFICATION _____					

INSTRUCTIONS									
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.									
Send this claim to:									
<b>Questions? Call Toll Free: 1-800-957-9777</b>									
<a href="http://www.canadalife.com">www.canadalife.com</a>									
For the deaf or hard of hearing: Toll Free: 1.800.990.6654									

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 <a href="http://www.canadalife.com">www.canadalife.com</a> .									
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? <input type="checkbox"/> Yes <input type="checkbox"/> No									
4. If the child is over 18: a) Is the dependent a full-time student? <input type="checkbox"/> Yes <input type="checkbox"/> No									
b) If student, how many hours per week at school? _____									
c) Is the dependent employed? <input type="checkbox"/> Yes <input type="checkbox"/> 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? <input type="checkbox"/> Yes <input type="checkbox"/> 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? <input type="checkbox"/> Yes <input type="checkbox"/> 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? <input type="checkbox"/> Yes <input type="checkbox"/> No									
If yes, give date, location, and explain how accident happened _____									
7. Is a claim being made for Worker's Compensation Benefits? <input type="checkbox"/> Yes <input type="checkbox"/> No									
8. If claim is for denture, crown or bridge, is this initial placement? <input type="checkbox"/> Yes <input type="checkbox"/> No If no, give date of prior placement and reason for replacement.									