

University of Ottawa – Group insurance benefits – Frequently asked questions



1. How do I access GroupNet Flex (Canada Life's enrolment and administration platform)?

If you have already set up your online account:

- Go to www.flex.canadalife.com/uottawa.
- Log in using your 9-digit University Employee number and password.

If you haven't set up your online account before:

- Go to www.flex.canadalife.com/uottawa.
- Click on Forgot/need my password.
- Enter your 9-digit University Employee number.
- A temporary password will be emailed to your university email address. The password will expire in one hour.
- Return to GroupNet Flex and enter your 9-digit Employee number and the temporary password.
- You'll be prompted to change your temporary password.

Once you're signed in, select I want to enrol to access the tool. Follow the instructions to verify or adjust your coverage. Select Submit to make sure any coverage changes are saved.

2. What websites will I use for my Canada Life group insurance benefits plan?

[GroupNet Flex](#) is Canada Life's fully secure online tool for enrolling in your benefits coverage and to designate your beneficiary. Use GroupNet Flex to review or adjust (if applicable) your coverage and beneficiary.

[GroupNet for plan members](#) and GroupNet mobile is your plan member portal for claims and access to a wealth of benefits information. You can review your health and dental benefits, submit claims, find your benefits card details, complete your banking information and other details. Visit the app store on your smart device to download the GroupNet mobile app.

Evidence of Insurability (if applicable)

Depending on the benefits you selected, you may be required to submit an Evidence of Insurability form for any pending coverage.

If you're required to do so, print off the cover letter and questionnaire, then complete the questionnaire and send copies of both documents directly to the address on the questionnaire.

3. Where can I find my confirmation statements of benefits?

You can access a confirmation statement of the benefits you have selected on [GroupNet Flex](#). If you'd like a paper copy, print and store it with your records. If you misplace it, you can get another copy on the website at any time.

4. Where can I find my benefits card?

For new employees enrolling in the plan for the first time, your benefits card will be sent to your mailing address on file. You can also find your PDF benefits card and plan details on [GroupNet for plan members](#) as well as on the GroupNet mobile app.

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5. How do I submit my claims?

You can submit your claims online through [GroupNet for plan members](#).

Canada Life supports direct claims submission available through some service providers. Your pharmacy, dental office and some paramedical providers may be able to submit claims directly to Canada Life.

When making a claim online, you must submit a copy of your receipt in one of the three following ways:

- Upload and attach an electronic receipt from the provider to the claim through GroupNet for plan members.
- Scan or take a picture of the receipt and upload and attach the image to the claim through GroupNet for plan members.
- Download the GroupNet mobile app, take a picture with your device and attach the photo to the claim.

6. How do I add my banking information to GroupNet for plan members for claims direct deposit?

Register for [GroupNet for plan members](#) either via the website or using the GroupNet mobile app to provide your banking information.

Add your banking information to GroupNet for plan members to receive direct deposits:

- Click "Profile"
- Under "Banking", click "Manage banking info for direct deposit"
- Click "Add"
- Add your information and click "Confirm"

7. Where are health, dental and health care spending account (HCSA) benefit details and claim forms available?

Details on your health, dental and HCSA are available on the Canada Life [GroupNet for plan members](#) website. Claims can be submitted through Canada Life's GroupNet for plan members or the GroupNet mobile app. To submit a paper claim, visit www.canadalife.com/support/forms.html for the required forms.

8. Why does my beneficiary not appear on GroupNet Flex?

There are some hard copy beneficiary forms prior to 2014 that are currently on file with uOttawa instead of within GroupNet Flex.

If you had submitted your designation by hard copy with a **revocable** beneficiary, and wish to have your beneficiary information noted online, or if you want to update your beneficiary information, please complete and then submit this information through [GroupNet Flex](#).

Note: If you have an **irrevocable** beneficiary on file that you want to change, written permission from the beneficiary will have to be submitted to Canada Life prior to being able to make any changes to your beneficiary.

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Quebec Residents Only: Where Quebec law applies, a spousal beneficiary is irrevocable *unless* you make the designation revocable.

9. Why is my full name or that of my dependant not showing on my benefits card?

The first name field only allows for 10 characters and the last name field allows for 15 characters due to character limitations. For example, Marie-France will appear as Marie. This character limitation only affects the card itself and all Canada Life systems reflect your full name as well as your dependants. This will have no impact on your coverage or claims submissions.

QUESTIONS? Please call Canada Life at 1-833-794-0225 or email at bas@canadalife.com.