

Plan Member



Submitting health & dental claims during a potential postal disruption

You may have heard in recent news reports that labour negotiations are underway between Canada Post and the Canadian Union of Postal Workers (CUPW). Union members have voted to strike as early as May 25 if a settlement isn't reached.

To help ensure prompt delivery of your health and dental claims, you may wish to consider the following convenient electronic services available with your group benefits plan.

GroupNet™ for Plan Members

Manage your benefits online, any time with our secure online service that's personalized for you. Register today and you'll connect to a world of user-friendly features:

- Get notified by email or text message when your claims are processed
- View and print up to two years of your claims history
- Access expanded coverage information, get personalized claim forms and check the status of your claims
- Perform personal health risk assessments, condition tracking and access a wealth of information on the *Health & Wellness Site*
- Submit your claims online! See below for more information.

Member eClaims

You can save time and paper by submitting many of your claims online. Using Member eClaims is easy:

- Sign in to GroupNet for Plan Members – Not registered yet? You'll need your group benefits plan number and your Member ID number.
- Sign up for Direct Deposit of your claim payments and select eDetails for email notification when your claims are paid.
- Click Claims and choose Online Claim, then follow the easy steps!

Direct Deposit

Even if you choose not to use eClaims, you can still have your benefit cheques automatically deposited to your bank account, at no extra cost. With Direct Deposit, there are no delays due to mail disruptions, lost or stolen cheques, and no need to deposit your cheques in person.

To sign up, have your bank account information handy and either:

- Log into GroupNet for Plan Members and submit your request online, or
- Visit www.greatwestlife.com and go to Client Services – Group benefits plan member – Forms – Direct Deposit form. Print and complete the form and return it to your plan administrator to fax to us. If you'd like deposits made to your chequing account, enclose a copy of a cheque marked "void".

Keeping you informed

If there is a disruption in postal service visit our website at
www.greatwestlife.com

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www.greatwestlife.com