# How to submit a claim online
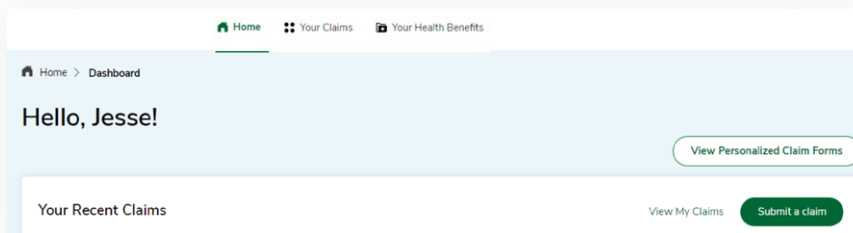
## How to submit a health or dental claim

### Step 1

#### Get started

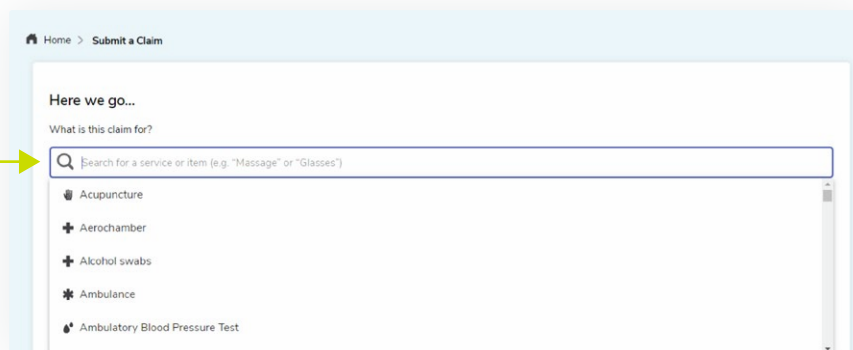- Click the green 'Submit a claim' button from the home screen.



### Step 2

#### Choose the type of claim

- Use the search bar, or the drop-down menu, to choose a claim type.

If you're submitting a drug claim, skip to the **'how to submit a drug claim'** section on page 7.



#### Tip!

If you cannot find an exact match for the type of claim, type 'Other' and more options will appear.

### Find your health care provider

**If you've been to this health care provider before:**

- If you previously visited a health care provider for the same type of service, their information will be displayed under 'Recent health providers'.

- If this service was completed by the same provider displayed, select the provider and click 'Next Step'.



**If you haven't been to this health care provider before:**

- To search for the provider, click on 'Look up your health provider by name or phone number'.

- Enter the provider's first name, last name and/or phone number (searching by phone number is recommended).

- Click 'Search'.

○ If the provider is listed, select the provider and click 'Next Step'.



○ If the provider is not listed, you will need to add them.

○ Select 'Add a New Provider.'

○ Enter the provider details and then click on the 'Confirm Entry' button.



○ Select the provider you added and click 'Next Step'.

### Add your claim details

○ Select who the claim is for, from the drop down 'Who is this claim for?'



○ Answer all questions related to the claim.



○ Provide details regarding the claim.

○ If there are additional claims to enter from the same provider, click the link to 'Add additional treatment.'

○ Once all claim details have been entered, click the 'Next Step' button.

## Step 5

### Confirm your claim details

- Confirm the information you entered is correct.
- Review the 'Confirm and Authorize' section and select the check box.
- Click the 'Submit' button.

🏠 Home > **Submit a Claim**

**Claim Details**                                                    Edit

Member name:             **Jesse Zhou**

Claim type:              **Massage**

                         A SMITH

                         101 Test St
                         Toronto, ON
                         M4B 1G2

                         (416) 407-1234

**Please verify your answers**                                       Edit

Is Jesse covered under another benefits plan?                    No

Is this claim related to a motor vehicle accident or an open case with    No
the Workers' Compensation Plan in your province?

Do you have a prescription for this claim?                        No

**More About Your Claim**                                            Edit

**Service 1**

Treatment Type :         **Massage Therapy**

Treatment Date:          **Jun 1, 2023**

Treatment Length:        **60 minutes**

Total Amount             **$100.00**

**Confirm and Authorize**

☑ I confirm that all of the information above is accurate and ready to be submitted to Securian Canada.

I understand that submitting a fraudulent claim is a criminal act, and will result in the notification of my employer, the suspension of my benefits, and an escalation to the appropriate legal and/or law enforcement agency.

If selected for audit, I authorize the exchange of information between Securian Canada and other parties, including but not limited to health practitioners, medical device providers and insurers, as required, and only when the information is needed to administer benefit claims and/or confirm the accuracy of the claim(s) information submitted on behalf of myself, my spouse and/or my dependents.

‹ Previous Step                                            Submit

# How to submit a drug claim

## Step 1

### Get started

- Type 'Drug' into the search bar.
- Click 'Next Step'.



## Step 2

### Claims details

- Select who the claim is for, from the drop down 'Who is this claim for?'
- Answer the questions.
- Upload your receipts or documents.
- Add any additional information.
- Click 'Next Step'.

### Confirm claim details

○ Confirm the information you entered is correct.

○ Review the 'Confirm and Authorize' section and select the check box.

○ Click the 'Submit' button.