

How to make things **QUICK, CONVENIENT & EASY**

A GUIDE TO PLAN MEMBER ONLINE SERVICES
& GSC'S MOBILE APP – GSC ON THE GO®



BENEFITS AT YOUR FINGERTIPS WITH PLAN MEMBER ONLINE SERVICES

Self-service through the Green Shield Canada (GSC) website makes things quick, convenient, and easy. Register today for Plan Member Online Services:

- Submit many of your own extended health services or dental claims for instant adjudication
- Arrange for claim payments to be deposited directly into your bank account (yes it's totally secure)
- Upload claim forms, receipts, and supporting documentation for certain types of claims
- Look up coverage information about a specific drug via the "Is My Drug Covered" tool
- Submit a "pretend" claim to instantly find out what portion of a claim will be covered
- Find a dental, paramedical, or vision care provider in your area
- Access your personal claims information, including a breakdown of how your claims were processed
- Print personalized claim forms and replacement ID cards
- View your benefit booklet for coverage details
- Print personal explanation of benefits statements for when you need to coordinate benefits or conveniently print a statement with one full year's worth of claims (yes, that's all on one statement)
- Download our mobile app – GSC on the Go® – for quick and easy access to your benefits plan information, anytime, anywhere (see page 4)
- Earn points and bid on rewards through our interactive Change4Life® health management portal

How to register:

(remember to have your three-letter school prefix, student ID number and registration key handy):

1. From **greenshield.ca**, click the LOGIN button (found in the top right corner of any page) and then click GO to register as a plan member.
2. On the "Welcome to Plan Member Online Services" page, enter your plan member ID and registration key in the "REGISTER HERE" section. Click "CONTINUE WITH REGISTRATION".
3. You will be required to confirm a few personal details, create a user name and password, and provide answers to three challenge questions.

You can also give authorization for other people to access your account (such as a spouse) and sign up for direct deposit for claim payments (see page 3).

4. And that's it! You now have access to cool tools (hey, that rhymes!) related to your GSC benefit plan.

DON'T HAVE A REGISTRATION KEY?

Your unique, one time use registration key can be found on your most recent Explanation of Benefits (EOB) statement. You can also request one by clicking on "GET A REGISTRATION KEY" or by contacting GSC's Customer Service Centre. Once you receive it, just follow the steps on how to register.

Get your money back faster

Have your claim payments deposited directly into your bank account, so you can get your money back faster and avoid trips to the bank. Simply register for Plan Member Online Services (as described on page 2) and sign up for direct deposit. It's totally secure!

How to sign up up direct deposit:

1. Select "Direct Deposit" from the left menu.
2. Enter your bank account information.
3. Select whether you want email "Statement Notification" by selecting the applicable answer to the question.
4. Verify your current email address in the "Current Email Address" section. (Note: If this is not your current email address, go to "My Profile" to change your email address.)
5. Click "**Submit.**" On the "Direct Deposit Confirmation" page, verify the information you entered, and click **Confirm.**

Do it yourself

The GSC self-serve website puts quick and easy claim processing at your fingertips – you can submit claims whenever you want, wherever you are. Submitting claims is just a click away with real-time adjudication, so you know immediately how much your plan covers.

How to submit your own claims online:

1. Once registered for Plan Member Online Services, select "Submit a Claim" from the menu.
2. Select the type of claim you are submitting.
3. Enter your complete claim details and click **Submit.** Note: If your spouse also has coverage with GSC, you can coordinate your claim with the other GSC plan right at the time of online submission. How cool is that?

A confirmation page will display, showing your exact claim adjudication results. We encourage you to save a copy for your records. If you are selected for an audit, you will have to submit supporting claim documentation within a set timeframe to get your claim paid and to avoid potential suspension of access to this feature. You can take a clear photo of your supporting documentation and upload it online right from the audit notification.

BE UNPLUGGED BUT STILL CONNECTED WITH GSC ON THE GO®

Our mobile app – GSC on the Go – brings you many of the convenient features of Plan Member Online Services, but optimized for your smartphone or tablet. That means quick and easy access to your benefits plan information – anytime, anywhere, 24/7.

Remember, you must be registered for Plan Member Online Services and accept the online claims submission agreement before you can access GSC on the Go. Then all you need is your student ID number and the password you use to log in to Plan Member Online Services.

Here's what you can do with our app ...*

- Show your electronic student ID card to your health services provider, dentist or pharmacist on your mobile phone, without logging in to the app
- Submit a claim directly from your smartphone or tablet (paramedical services, counselling, speech therapy and more) – and they'll be processed instantly
- Find a health care provider near you
- Access Drugs on the Go – see whether a drug is covered, how much will be covered, and email or download any required authorization forms directly to your physician while you are still in their office
- View your benefit coverage with My Benefits – submit a mock claim to see how much will be paid and any limits or conditions under your plan
- Check My Alerts for notification of any outstanding claim audits
- Easy access to Change4Life, GSC's interactive health management portal that supports and encourages you to get and stay healthy
- Search My Claims History – you asked and we listened! This feature will give you access to the real time status of recently submitted claims as well as details of previously submitted claims.

Getting started

GSC on the Go is available for iOS (Apple®) and Android™ smartphones and tablets – and it's free. Here's how to download GSC on the Go:

1. Use the internet browser on your device to go to the GSC website at:
<http://www.greenshield.ca/en-ca/plan-members/self-service-tools/gsc-on-the-go>

2. There you can click on one of the store links; or



3. Open the application app store directly on your device and search for GSC or GSC on the Go.

Already have GSC on the Go on your device?

We are always thinking of cool new features and making improvements to our app*. Keep an eye out for future updates and check out what's new. Depending on the settings on your device, the new version of the app will automatically download. You will receive a notification that the new version of the app is available for download in the app store. If you do not receive update notifications on your device, you can download the new version directly from the app store.

*Please note that some features may not be available for your benefit plan. Data charges from your mobile service provider may apply when you use this app.