University of Ottawa Retiree Presentation
Agenda

- Register for GroupNet for Plan members
- Healthcare Spending Account (HCSA)
- Questions?
Register for GroupNet for plan members
Register for GroupNet for plan members

Step 1: Go to mycanadalifeatwork.com and select “Register”
Register for GNPM

Step 2: Enter your policy number (177714) and Member ID number (9-digit uOttawa employee number)
Register for GNPM

Step 3: Enter your email address and choose a password

Let’s get started. Register for GroupNet.

All fields required unless otherwise indicated

Email address: amy.adam@domain.com

Use this email address when you sign in to GroupNet.

Retype email address: amy.adam@domain.com

Sign me up to receive information about new coverage options and investment tools. I understand I always have the option to unsubscribe (optional).

Password: ********

Password must include at least:
- 1 lowercase letter
- 1 uppercase letter
- 1 number
- 8 characters
- 3 of these special characters: !@#$%^&*()_+-=<>
Register for GNPM

Step 4: Verify your email. You’ll receive a verification email. Click “Verify email address” to confirm.
Register for GNPM

Step 5: Sign in using the email address and password you created.

GroupNet
for plan members

Sign in to GroupNet
Email address
amy.adam@domain.com

Password

Remember me

Sign in

Forgot password or email address?

Register for GroupNet
Submit claims. Get your benefits info. The new GroupNet makes it easier and faster than ever from any device.

Registering is simple and only takes a few minutes.

Start Registration
Register for GNPM

Step 6: Verify your identity.
Register for GNPM

Step 7: Confirm banking details, address information and choose how you want to be notified when your claims are processed.
Registration is complete. Welcome to GroupNet!
Healthcare Spending Account (HCSA) claims
Health care spending account (HCSA)

- Can submit claims for items considered a medical expense under the Income Tax Act or to cover amounts above plan coverage, if Health and/or Dental coverage has been elected;
- Eligible expenses will be reimbursed using credits available in the calendar year the expense is incurred;
- At the end of each year, you have 365 days to submit claims incurred for that year;
- Unused HCSA Credits at the end of the year are carried forward once to the next calendar year;
- Credits that remain unused after two calendar years are forfeited
Submit a HCSA Claim

Step 1: Log in to GroupNet for Plan Members.
Submit a HCSA Claim

Step 2: Select Benefit cards & form

Step 3: Select Claim then choose the applicable claim form
Submit a HCSA Claim

**Step 4:** Fill out the form and save on your computer

**Step 5:** Select Make a claim and click Start other claim
Submit a HCSA Claim

How to submit claim forms and documents online

Step 1: Find your form
Find and download the form you need. We can’t process your claim without your completed form.

Find claim form

Step 2: Fill out the form
Save the form to your computer or device first. If you complete the form in your browser, your info may not be saved. Or, print the form, fill it out, and scan or take a photo of it.

Select a category
- Out of country
- Medical travel
- Wellness/Lifestyle accounts

Other health, dental, drug and HCSA claims
- Life and accidental death and dismemberment
- Estimates of what we’ll cover (predeterminations)

What is your submission for?
Other health, dental, drug and HCSA claims

Plan
Select a plan

Step 6: Select the category ‘Other health, dental, drug and HCSA claims’
Submit a HCSA Claim

Step 7: Select the plan ‘Health Spending Account (177714)’
Submit a HCSA Claim

Step 8: Click ‘Add document’ and upload your claim form, receipt or invoice, explanation of benefits from another insurance and/or prescription (if applicable). Then click continue.
Submit a HCSA Claim

• **Step 9**: Verify the information and hit submit claim if everything looks good. A confirmation page will appear if everything was submitted successfully.

• **Note**: You will not see the claim submission in your online submissions until the claim is processed. Once processed, you will receive an email notification to advise you.
Contact Us

➢ Contact Canada Life Benefit Administration Solutions:
  - Email: BAS@canadalife.com
  - Phone: 1-833-794-0225 (Option 2)
    ▪ For Administration or coverage inquiries such as:
      • Coverage changes due to a life event
      • Questions related to your benefit plan, including plan coverage
      • Confirming or updating your dependant information or beneficiary designation

• Contact Canada Life
  - Phone: 1-833-794-0225 (Option 1)
    • For Claims Inquiries
Questions?