

A close-up photograph of a woman with grey hair pulled back, wearing black-rimmed glasses and a black and white patterned jacket. She is laughing heartily, showing her teeth. The background is a blurred office setting with windows. A red square is in the top left corner, and a white box containing the title text is on the left side.

University of Ottawa Retiree Presentation



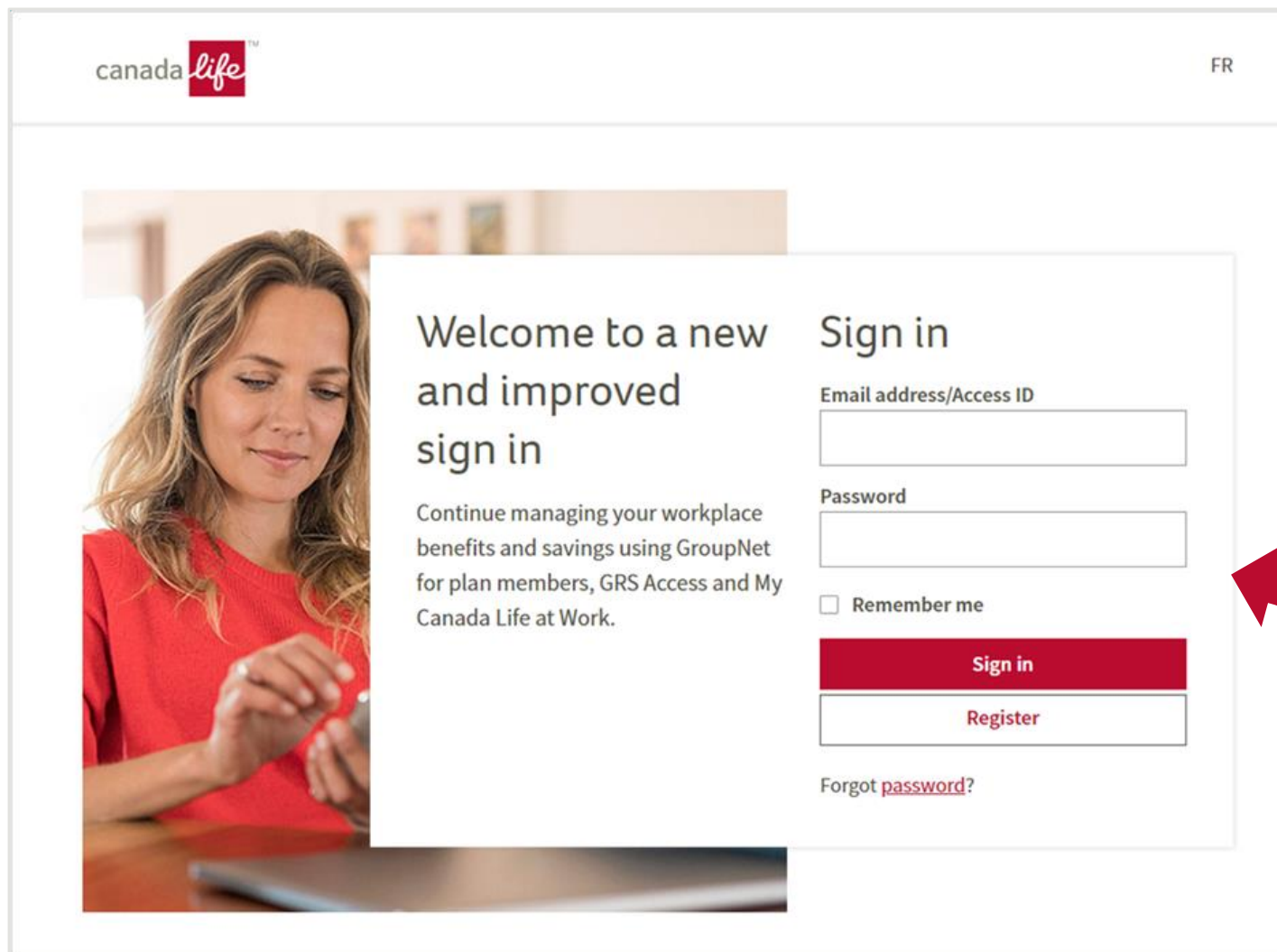
Agenda

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

A man with grey hair and glasses, wearing a bright green jacket and dark pants, is sitting on a large piece of driftwood on a beach. He is looking down at a camera in his hands. The background shows a rocky coastline with waves crashing against the shore under an overcast sky. A white text box is overlaid on the left side of the image.

Register for
GroupNet for plan
members

Register for GroupNet for plan members



canada **life**™ FR

Welcome to a new and improved sign in

Continue managing your workplace benefits and savings using GroupNet for plan members, GRS Access and My Canada Life at Work.

Sign in

Email address/Access ID

Password

Remember me

Sign in

Register

Forgot [password?](#)

Step 1: Go to mycanadalifeatwork.com and select "Register"

Register for GNPM

Before we start, we need a bit of information.

Select what you have with Canada Life



Benefits

You have health and/or dental benefits through your employer.

Select



Savings

You have a pension and/or savings plans through your employer.

Select

Great, now we need to locate your file.

Let's find you in our system



Benefits

You can sign up 3 days after your benefits are effective. Contact your plan administrator for the exact date.

Plan Number

Up to 6 digits

Member Number

Up to 10 characters

Back

Next



You can find your plan number and member ID on your health benefits card.

If you don't have a benefits card, call us for help at 1-888-222-0775.

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



Register for GNPM



canada **life**™

[? Need help registering?](#)

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
●●●●●●●●

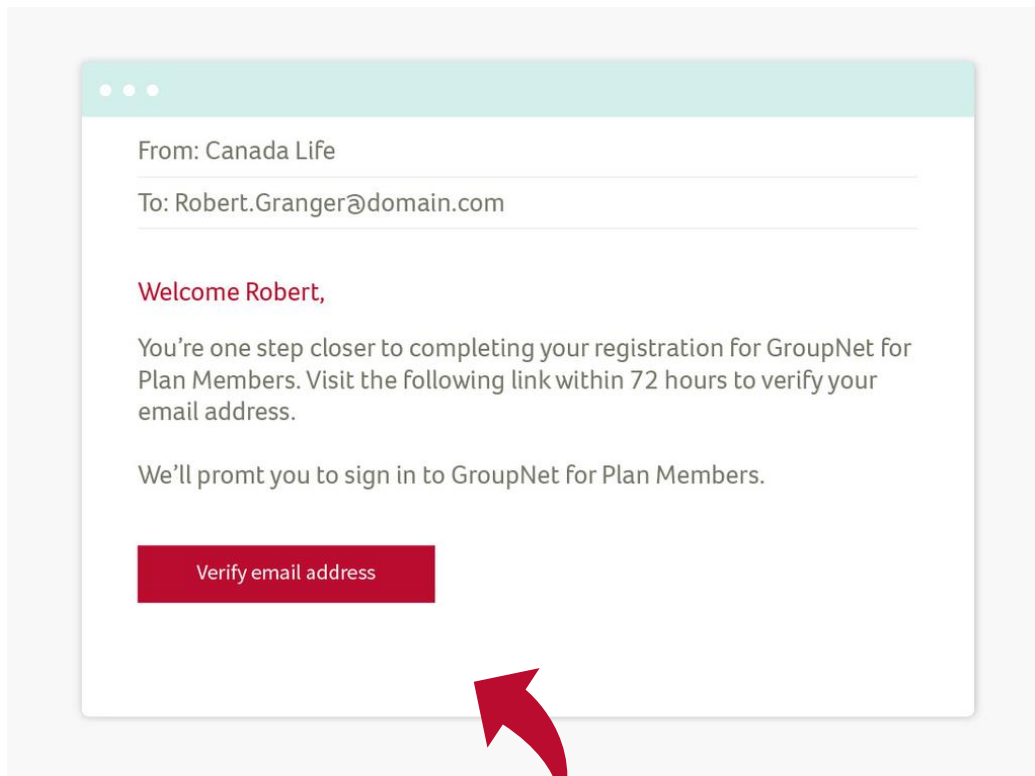
Password must include at least:

- 1 lowercase letter
- 1 uppercase letter
- 1 number
- 8 characters
- 1 of these special characters: !exclamation point # \$ % -dash _ underscore = + <>



Step 3: Enter your email address and choose a password

Register for GNPM



Step 4: Verify your email. You'll receive a verification email. Click "Verify email address" to confirm.



Register for GNPM

Amy 

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
..... [Show](#)

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

[Need help? Call us.](#)

For your security, please provide the following information.

First name
Robert

Use the same first name that you use for any other Great-West Life products and services you may have.

Middle name (optional) Last name
Granger

Date of birth

Month Day Year

Postal code

Enter the same postal code you use now in your GroupNet mailing address

Postal code

Enter the same postal code you use now in your GroupNet mailing address

Sample benefits card

Plan number

Member ID

Cancel Continue



Step 6: Verify your identity.

Register for GNPM

Need help? Call us. [🔗](#)

Please check that the following information is correct

1 Banking 2 Address 3 Notifications

1. Confirm your banking details

This is the information we have on file for you.

Health, Drugs, Vision & Dental / 502 *****3456 [Edit >](#)

Wellness account *****3456 [Edit >](#)

[Next](#)

Need help? Call us. [🔗](#)

Please check that the following information is correct

✓ Banking 2 Address 3 Notifications

2. Confirm your address

This is the information we have on file for you.

Address 123 Main St, Winnipeg, Manitoba, R3C 2C2 [Edit >](#)

[Back](#) [Next](#)

Need help? Call us. [🔗](#)

Please check that the following information is correct

✓ Banking ✓ Address 3 Notifications

3. Confirm your notification preferences

This is the information we have on file for you.

Email address sam.doe@gmail.com [Edit >](#)

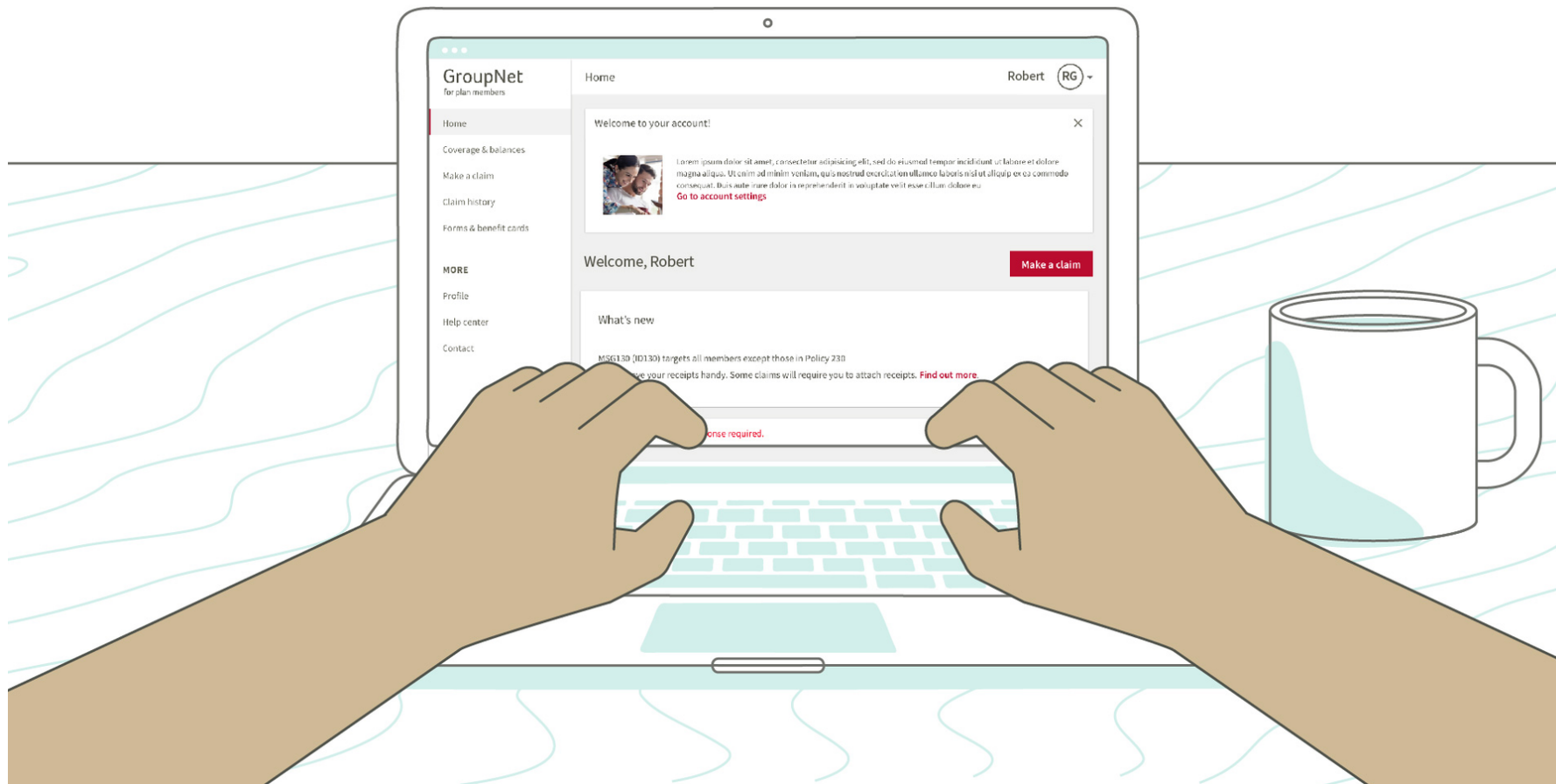
Email address sam.doe@alternate.com [Edit >](#)

[Back](#) [Next](#)

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

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Sign in

Email address/Access ID

Password

Remember me

Sign in

Register

Forgot [password?](#)

Step 1: Log in to GroupNet for Plan Members.



Submit a HCSA Claim

Step 2: Select Benefit cards & form



GroupNet
for plan members

- Home
- Coverage & balances
- Make a claim
- Claim history
- Benefit cards & forms**
- Find a provider
- MORE
- Profile
- Help centre
- Contact us

Benefit cards & forms

Enter a few characters of the form or card you're looking for and then select the search icon

Search for a form or card

Benefit cards **Claim**

Claim forms

Before you fill out a form

There could be delays in processing claim forms and documents. Have you checked if you can submit your claim using the fast-track online claim process?

Select **Make a claim** to learn more.

Health Care Spending Account Claims Only (Dental)



[Help with this form](#)

Health Care Spending Account Claims Only (Health)



[Help with this form](#)

How to submit a claim form online

1. Download the form, save it and fill it out. (Don't complete the form in your browser – your info may not be saved.) Or you can print the form.
Note: Don't worry if you can't sign it. You can still submit it.
2. Scan or take photos of your claim receipts or supporting documents and save them.
3. Go to **Make a claim** and select **Start other claim**.

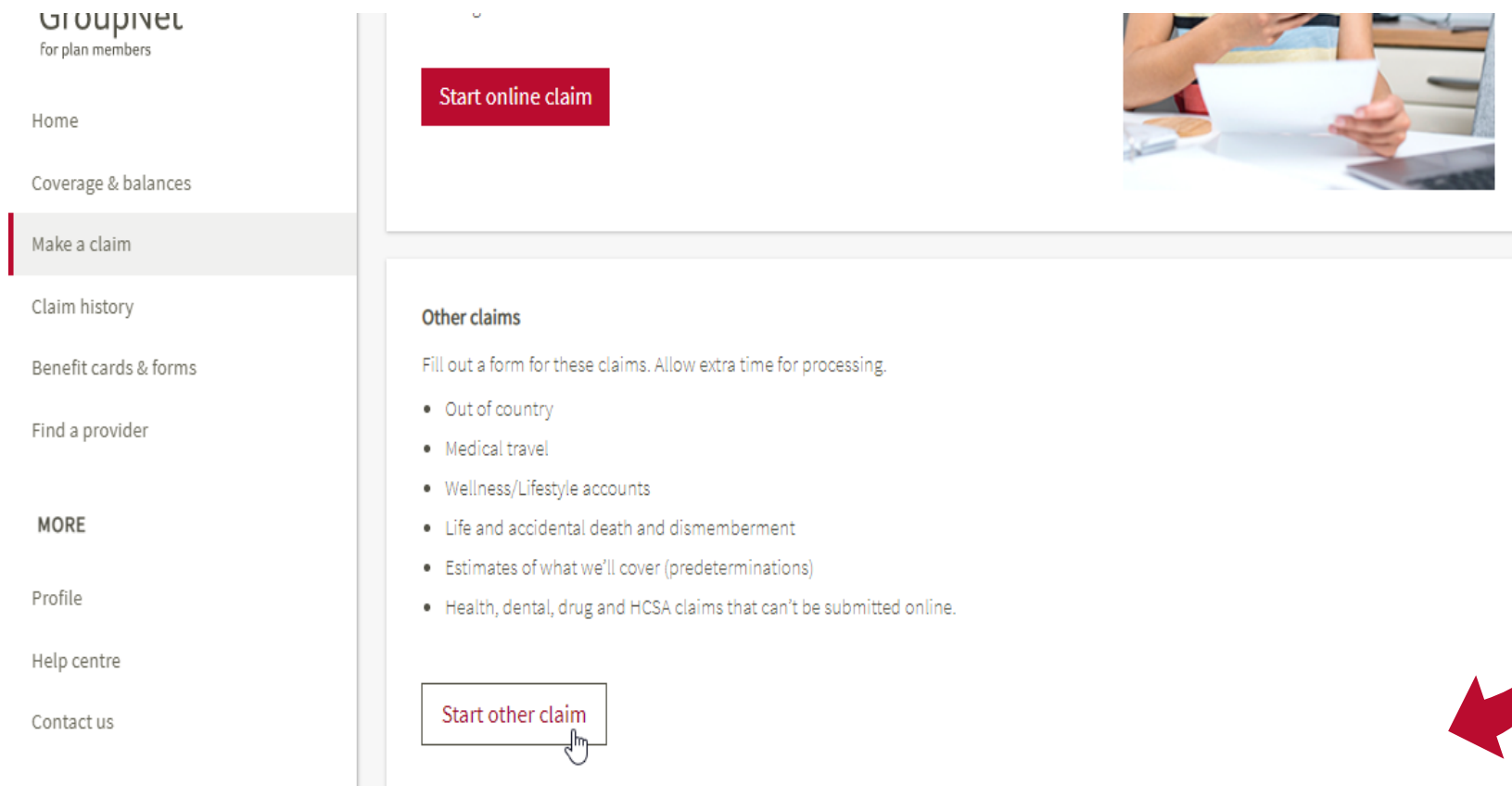
Give Feedback

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



The screenshot shows the GroupNet website interface. On the left is a navigation menu with the following items: GroupNet for plan members, Home, Coverage & balances, Make a claim (highlighted with a red bar), Claim history, Benefit cards & forms, Find a provider, MORE, Profile, Help centre, and Contact us. The main content area features a red button labeled "Start online claim" at the top. Below it is a photograph of a person holding a document. Underneath the photo is a section titled "Other claims" with the instruction "Fill out a form for these claims. Allow extra time for processing." followed by a bulleted list: "Out of country", "Medical travel", "Wellness/Lifestyle accounts", "Life and accidental death and dismemberment", "Estimates of what we'll cover (predeterminations)", and "Health, dental, drug and HCSA claims that can't be submitted online." At the bottom of this section is a button labeled "Start other claim" with a mouse cursor hovering over it.

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)'



Step 4: Select category
Select the claim category and then follow the instructions to add your documents.

Required field

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

Plan
Select a plan

Select a plan

Health & Dental (177714)

Healthcare Spending Account (177714)

canada **life**

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[f](#) [t](#) [in](#) [v](#) [FR](#)

Give Feedback

Submit a HCSA Claim

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

Plan
Healthcare Spending Account (177714)

Upload claim forms and documents

Submit one claim at time

If you have 2 or more claims, submit the first claim by adding your completed claim form, receipts and supporting documents, and then select **Submit**. Then return to **Make a claim** and follow the same process for your second claim.

+ Add documents

Attachments(0)

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?