

How to submit medical reimbursement plan claims online

Step 1: Get the form on canadalife.com.

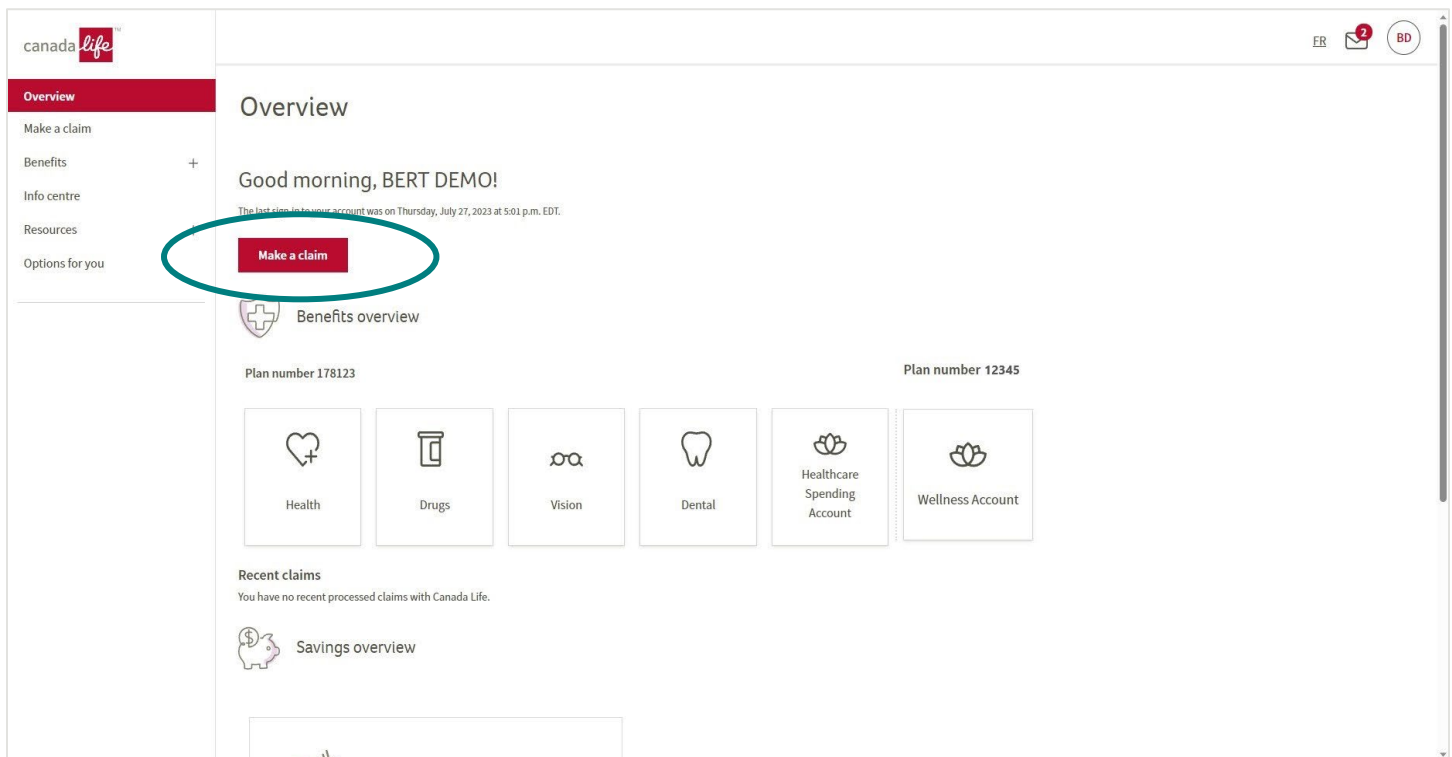
How to navigate to the forms

1. Go to canadalife.com.
2. Select 'Find a form'
 - On desktop: it's at the top right corner of the page.
 - On mobile: go to the bottom of the home page, select Support, then Find a form.
3. Select 'I have coverage through my employer.'
4. Open the 'Health care, dental and vision forms' menu by selecting the '+' symbol.
5. Select the expense type to get the medical reimbursement plan form.
6. Download the appropriate form. There are 2 forms to choose from and you need to know how you can submit claims:
 - You can submit directly (without employer's signature).
 - You need your employer's authorization (signature) to submit.

Direct links to forms

1. [You can submit directly \(without employer's signature\).](#)
2. [You need your employer's authorization/signature to submit.](#)

Step 2: Sign in to your [My Canada Life at Work™ account](#) and select 'Make a claim'.



Step 3: Select 'Start a claim'.

The screenshot shows the Canada Life website interface. On the left is a navigation menu with 'Overview' highlighted in red. Below it are links for 'Make a claim', 'Benefits', 'Info centre', 'Resources', and 'Options for you'. The main content area is titled 'Make a claim' and includes a sub-header 'submit a claim in a few easy steps. Be sure to have your receipts and any supporting documents handy.' Below this is a red button labeled 'Start a claim', which is circled in red. Underneath are three expandable sections: 'New to sending claims online?', 'How can I get an estimate of what my plan covers for specific medical services and supplies?', 'What do I need to know about submitting a claim?', and 'Are there any providers or clinics whose services you won't reimburse me for?'. The footer contains copyright information, links for 'Terms and conditions', 'Privacy', 'Internet security', and 'Accessibility', and a 'Contact us' button.

Step 4: Select who the claim is for.

The screenshot shows the 'Select basic information' step of the claim process. A progress bar is partially filled. The main heading is 'Select basic information'. Below it is the instruction 'Select a person to continue.' followed by the question 'Who is the claim for?'. A dropdown menu is open, showing 'Select a person' at the top, 'BERT DEMO GRANGER (Member)' as the selected option, and 'Other dependant' as an alternative. The footer is identical to the previous screenshot, including copyright information, utility links, and a 'Contact us' button.

Step 5: Select 'Health, Drugs, Vision & Dental' plan type.

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ER 3 BD

Overview

- Make a claim
- Benefits +
- Contributions
- Savings +
- Info centre +
- Resources +
- Options for you

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< Back to start

Select basic information

Select a person to continue.

Who is the claim for?

BERT DEMO GRANGER (Member)

Select a plan for this claim

- Health, Drugs, Vision & Dental (178123) ▲
- Health, Drugs, Vision & Dental (178123)
- Healthcare Spending Account (178123)

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Contact us

Step 6: Select the 'PDF claim form' link, highlighted below.

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Overview

- Make a claim
- Benefits +
- Contributions
- Savings +
- Info centre +
- Resources +
- Options for you

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Select a category to display additional claim types, where applicable.

Please note that your plan may not include coverage for all the claim types shown here.

<p>Health professionals</p> <p>Massage therapist, chiropractor, nurse, mental health providers...</p>	<p>Medical equipment and supplies</p> <p>Orthopedics, breathing and communication aids...</p>	<p>Diagnostics and medical tests</p> <p>Blood tests, CT scans, MRI, Pap tests...</p>
<p>Vision care</p> <p>Eyewear, exams, eye surgery, visual therapy...</p>	<p>Drugs</p> <p>Medications plus some diabetic supplies (e.g., syringes)</p>	<p>Dental</p> <p>Dental and orthodontic services</p>
<p>Nursing home and home care</p> <p>Long-term care facility and care aide services at home</p>	<p>Ambulance</p> <p>Fees for ambulance services</p>	<p>Hospital stay</p> <p>Room and other charges</p>
<p>Out-of-country care</p> <p>Expenses while outside of Canada</p>	<p>Medical travel expenses within Canada</p> <p>Lodging and travel costs for medical purposes</p>	

Estimates and other claims ▲


Most claims can be submitted by exploring the categories above. It's the best way to ensure fast processing of your claim, often in as little as 48 hours. However, if you're submitting an estimate, or your claim can't be found within the categories above, you can complete and send in a **PDF claim form**. Allow extra time for processing.

Back Continue

Step 7: Select 'Continue'.

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< Back




Have you tried to find your claim type?

Try going back and exploring the categories. It's the best way to get fast, automated processing of your claim, often in as little as 48 hours. The Other claims and estimates option is only for estimates and for claims that aren't listed when you select a claim category on the previous page.

Looking to make a claim for services performed by a chiropractor, massage therapist, physiotherapist or other health professional? ▼

Looking for psychologist or other mental health providers? ▼

 If you continue, you will need to complete a PDF claim form and your claim will require manual handling and will take 7 to 10 days to process.


Continue **Go back to claim type**

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Continue

Step 8: Upload claim form, receipts and other documents.

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 Submitting a claim? Uploading a PDF or scanned claim form will result in manual processing and will take much longer to process. We strongly recommend selecting the "back" button at the bottom of this screen to explore the claim categories on the previous page. In most cases, you can submit your claim there and have it processed automatically within 48 hours.

Download and complete a claim form

Upload the form with your receipts and documents

Select a claim type to display the correct form


Claim type
Health

 [Health Claim Form \(combined with HCSA\) | PDF](#)
[\[Help with this form\]](#)

Your signature is not required on the form if you're submitting it online.

Add claim form and documents

Maximum file size 7 MB. Supported types: JPG, JPEG, TIFF, PNG, PDF.

 **Upload Files** Or drop files

Is this an estimate (pre-determination)?

What does this mean? ▼

Yes No

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Step 9: Confirm what you've uploaded and select 'Submit'.

The screenshot shows the final step of a medical reimbursement claim submission. On the left is a navigation menu with 'Overview' selected. The main content area includes an 'Upload Files' section, a pre-determination question, 'Online claim terms and conditions', and a 'Before you submit' section. A green oval highlights the 'Submit' button in the 'Before you submit' section.

Upload Files Or drop files

Is this for an estimate (pre-determination)?

What does this mean? ▾

Yes No

Online claim terms and conditions

I certify that the information provided is true, correct and complete to the best of my knowledge. I certify that all goods and services being claimed have been received by me, my spouse/common-law partner and/or my dependants.

The submission of fraudulent claims is a criminal offence. Canada Life takes the submission of fraudulent claims seriously. Suspected fraudulent claims may be reported to your employer or plan sponsor and to the appropriate law enforcement agency.

I will keep all receipts and supporting documentation for 2 years in case my claim is audited.

By submitting this claim, I agree to the [online claim terms and conditions](#), and I agree to the collection, use and disclosure of personal information as set out in the [Privacy guidelines](#). This includes the administration of my products or services and to help us analyze and optimize customer service and business processes. Personal information may be disclosed to service providers and others referred to in the [Privacy guidelines](#), where required to administer products or services.

Before you submit

I've uploaded my claim form, receipts and supporting documents.

Back Submit

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Questions?

If you need help with your medical reimbursement plan claim, call Canada Life at 1-800-957-9777, Monday to Friday from 8 a.m. to 6 p.m. ET.