

TITLE: How to submit claims online

ONSCREEN TEXT: [How to submit claims online]

ONSCREEN TEXT: [Did you know submitting a claim online is by far the best way to have your benefits processed quickly?]

SCRIPT: Did you know submitting a claim online is by far the best way to have your benefits processed quickly?

ONSCREEN TEXT: [Step-by-step video]

SCRIPT: This step-by-step video will show you how to submit claims online,

ONSCREEN TEXT: [making it faster, easier, and more convenient.]

SCRIPT:

making it faster, easier, and more convenient.

Once logged on to the secure site.

Select “Submit a claim” to get started.

Keep it moving by clicking “Continue”.

This will take you to the “Submit a claim” page.

ONSCREEN TEXT: [What type of claim are you going to submit?]

SCRIPT: So, what type of claim are you going to submit?

ONSCREEN TEXT: [If you only have one policy, this will automatically be selected for you.]

ONSCREEN TEXT: [my Health or Dental plan]

ONSCREEN TEXT: [my Health or Dental plan first, and any remaining balance from my Health Care Spending Account]

SCRIPT:

Select your claim information path.

Take a scroll to the service provider list.

ONSCREEN TEXT: [Select the appropriate provider type]

SCRIPT: Select the appropriate provider type.

ONSCREEN TEXT: [Dental/Orthodontics]

SCRIPT: Under Dental,

ONSCREEN TEXT: [Ambulance]

SCRIPT: Health,

ONSCREEN TEXT: [Acupuncturist]

SCRIPT: Paramedical,

ONSCREEN TEXT: [or Other.]

SCRIPT: Estimate

Make sure we have the accurate contact and designation information about the service provided related to the claim.

Next, you will need to choose the family member for the claim.

ONSCREEN TEXT: [If you have additional coverage available, be sure to include that information.]

SCRIPT: If you have additional coverage available through your spouse or another plan, be sure to include that information.

So, we can coordinate the two plans and get you the maximum payment back, fast.

ONSCREEN TEXT: [When submitting an online claim,]

SCRIPT: When submitting an online claim,

ONSCREEN TEXT: [Identify the patient and the doctor or service provider.]

SCRIPT: you need to identify the patient and the doctor or service provider.

ONSCREEN TEXT: [If your doctor or service provider is already in the system, just select their name from the list.]

SCRIPT: If your doctor or service provider is already in the system, just select their name from the list.

ONSCREEN TEXT: [Medical Equipment, Service not listed, Support/elastic/compression stockings; Orthotics]

SCRIPT: Or add a new service provider before clicking the “Continue” button.

ONSCREEN TEXT: [Add the expense information from your claim]

SCRIPT: Next, add the expense information from your claim.

ONSCREEN TEXT: [Acupuncturist; Massage Therapist; Dental and Orthodontic Expense; Speech Therapist Expense]

SCRIPT: The information requested will vary depending on the type of service provider and the information provided to date.

ONSCREEN TEXT: [Save the expense submission.]

SCRIPT: Save the expense submission.

ONSCREEN TEXT: [Attach any supporting documents for this claim if this is required]

SCRIPT: Attach any supporting documents for this claim.

ONSCREEN TEXT: [Make sure your information is accurate: banking information, home address, phone number, e-mail address]

SCRIPT: Before submitting the claim,

ONSCREEN TEXT: [Complete the terms and conditions and consent authorization]

SCRIPT:

you must complete the terms and conditions and consent authorization.

Then submit your claim by clicking the “Submit” button.

A confirmation page is displayed to let you know your claim has been successfully submitted.

Make sure you keep your confirmation number.

ONSCREEN TEXT: [You can always find a record of your claim by checking the list of “Recent claims”]

SCRIPT:

You can always find a record of your claim by checking the list of “Recent claims” on the website.

If you like a speedy and convenient process, online submissions are the way to go.

ONSCREEN TEXT: [Health benefits for the way you live your life.]

SCRIPT: Health benefits for the way you live your life.

ONSCREEN TEXT: Manulife logo