



QUICK, EASY, SECURE BENEFITS PORTAL

Submit claims and check your coverage with your all-in-one benefits portal. Visit www.mygrouphealth.ca or download the mobile app to get started today.



SUBMIT CLAIMS

Submit claims on-the-go

Get reimbursed quickly

Check the status of your claims

View your claims history

GET BENEFITS INFO

Quick, easy, and secure access to your benefits wherever you are, on any device

View your coverage details

Set up your banking information for direct deposit

Access your benefit card in the app even when traveling without data

How to use myGroupHEALTH

- 1 Sign in from your computer using the link www.mygrouphealth.ca or download the mobile app from Google Play or Apple App Store. Search **myGroupHEALTH** in the app store to download the right app.
- 2 Enter your username and password found in your Welcome letter or email. You will then be asked to change your password.
- 3 You're in! View your coverage details, submit claims, update your contact and banking information & much more.

Need some extra assistance? Click here:

[CLAIMS SUBMISSION VIDEO TUTORIAL](#)





YOU HAVE THREE GREAT OPTIONS FOR SUBMITTING A CLAIM



1 PAY DIRECT

Have Health Practitioners Submit Claims On Your Behalf with Pay Direct Health Services

Health practitioners on the TELUS eClaim network can electronically submit claims directly from your benefit plan. You're out-of-pocket only for what your benefit plan doesn't cover for approved claims. Simply show the digital benefit card on your myGroupHEALTH app to your health services practitioner or dental professional for eligible services (refer to your benefits booklet on myGroupHEALTH for eligible services).

2 myGroupHEALTH CLAIMS SUBMISSION

You can expect your claim to be processed in one business day.

Submit a claim by clicking "Submit Claim" from the My Claims menu. We have included helpful prompts to guide you through the submission process, ensuring you don't miss important details about your claim. In this option, you enter the claims details, making it quicker for the adjudicator to process your claim and reimburse you.

Use this option when:

- ✔ You want the quickest reimbursement
- ✔ You want to see your adjudication results instantly

3 myGroupHEALTH QUICK SUBMIT

You can expect your claim to be processed in five business days.

At any time during the claims submission process, you can opt for quick submission by clicking the Quick Submit button. From here, add images of your claim receipts and submit your claim - myGroupHEALTH does the rest! This is the quickest way to submit your receipts on-the-go, but requires a bit more time to adjudicate.

Use this option when:

- ✔ You want the quickest claim submission
- ✔ You are comfortable waiting five business days for claims processing and reimbursement

Questions?
1-833-344-6944 | askus@mygrouphealth.ca

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