

How to submit a claim to Canada Life:

Medical Expense*	Pay Direct Drug Card	Electronically by Provider	Canada Life Website/Phone App	Paper Claim
Prescription Drugs	X		X	X
Dental Procedures		X	X	X
Eye Exam		X	X	X
Acupuncturist		X	X	X
Chiropractist		X	X	X
Chiropractor		X	X	X
Massage Therapist		X	X	X
Naturopath		X	X	X
Osteopath		X	X	X
Physiotherapist			X	X
Podiatrist			X	X
Psychologist			X	X
Speech Therapist			X	X
Hospital				X
Private Duty Nursing				X
Medical Equipment/Aids				X
Wigs				X
Foot Orthotics				X
Orthopedic shoes				X
Hearing aids				X

* Not all expenses covered by the HBTF Benefits plan are listed above. Please contact Canada Life Customer Service department for all claims inquiries - 1 888-381-4401.

Pay Direct Drug Card: The primary plan participant covered under the Extended Health Care plan will be issued a Pay Direct Drug Card. Using your drug card is a fast and convenient way to claim for prescription drugs for you and your covered dependents. Participating pharmacies no longer need a plastic card to swipe through their systems; instead, simply show your digital drug card to your pharmacist, who will input your information and submit your claim electronically. If you require a replacement card, log into the Canada Life GroupNet for Plan Members website to print a card.

Electronically by Provider: In order for your dental office or paramedical practitioner to submit a claim electronically to Canada Life, you will need to provide them with your Group/contract number (50242) and your certificate/member ID number as listed on your Pay Direct Drug Card. .

If your provider is not able to submit claims electronically, attach the original receipts (keeping photocopies for your records) to a Canada Life claim form and submit to:

Canada Life
Winnipeg Benefit Payment
PO Box 3050 Station Main
Winnipeg MB R3C 036

Claim forms are available on both Doctors of BC's website and Canada Life's GroupNet for Plan Members website or by contacting an HBTF Plan Administrator at Doctors of BC.

Canada Life GroupNet for Plan Members Website

As a Health Benefits Trust Fund plan member, you can register on the Canada Life GroupNet™ for Plan Members at www.canadalife.com, on or after your effective date of coverage. To access this service, click on the GroupNet for Plan Members link at the bottom of the webpage. Follow the instructions to register. Make sure to have your plan and ID numbers available before accessing the website.

This service enables you to access the following and much more, within a user friendly environment twenty-four hours a day, seven days a week:

- online claim submission for many of your claims
- your benefit details and claims history
- personalized claim forms and cards
- extensive health and wellness content

Using the GroupNet Mobile app, you can access certain features of GroupNet for Plan Members to:

- submit many of your claims online – part of our industry-leading GroupNet online services
- access personalized coverage information about benefits, claims and more – quickly and easily, any time
- view card information
- locate the nearest provider who has access to Provider eClaims, through a built-in GPS mapping tool

Emergency Travel Coverage: For help locating assistance during a medical emergency while traveling, call the number of the location nearest you. Service is available 24 hours a day. These numbers are listed on your Pay Direct Drug Card.

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| - Canada or U.S.A: 1-855-222-4051 | - Mexico: 0-1-800-522-0029 |
| - Dominican Republic: 1-800-203-9530 | - Universal countries: 1-800-9006-7555 |
| - Cuba: 1-204-946-2946 call direct* | - All Other Countries: 1-204-946-2577 call direct or collect |
- *Call collect or submit long distance charges to Canada Life for reimbursement.

Paper Claim: Extended Health and Dental claim forms can be found on the Doctors of BC website – <https://www.doctorsofbc.ca/member-area/insurance/health-dental-plan> or by contacting an HBTF Plan Administrator at Doctors of BC.