

Make your life easier...

Sign up for your employee benefit plan's E-Services in 5 EASY steps.

Dear Member,

The following instructions lay out the steps to register for the Online Claims web portal. This new feature will allow you to:

- submit claims online;
- verify the balances remaining for certain benefits such as dental and medical professional practitioners;
- access the history of your claims as well as your Explanation of Benefits for each claim processed and deposited to your bank account.
- have access to documents pertaining to your Employee Benefit Plan, such as your employee booklet plus claims and administration forms.

This service is offered in partnership with Symbility Solutions/Adjudicare.

IMPORTANT

In order to be eligible to use the web portal service and for your dental professional to also use the dental electronic submissions of your claims, you **must** be enrolled for Electronic Funds Transfer (EFT). This means that claims reimbursements will be deposited directly to your personal bank account.

Please have your personal banking information available before you continue further.

In order to register, you will also need the ID card provided to you when you became eligible for benefits. This card looks like this:

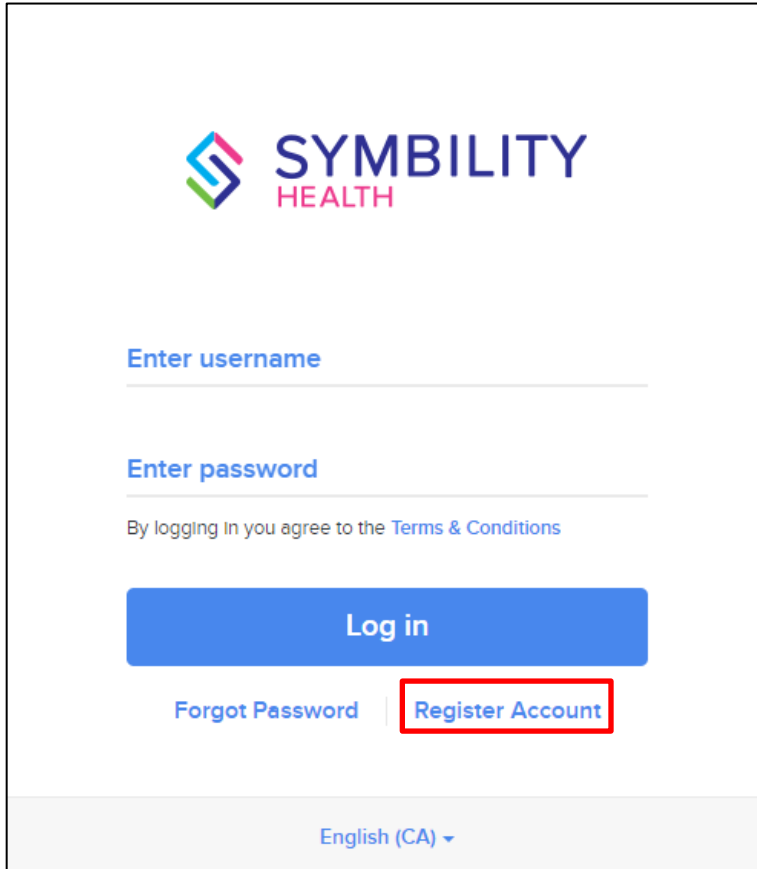
Lewer Canada Ltd.			
1-800-387-8244			
NAME:	Jane Doe		
GROUP-CERT:	K005468-002		
	CARRIER	GROUP NO	CLIENT ID
DRUG:	34	54321	123456
<i>This card is for pharmacy use only.</i>			


Please go to Page 2 to START

STEP 1

To begin your registration, please proceed to www.lewer.ca and click on the **Member Log-in** 'button'. This will connect you to the **Lewer Online Claims** portal needed for your first-time set-up.

You will see the following screen:





Enter username

Enter password

By logging in you agree to the [Terms & Conditions](#)


Log in

[Forgot Password](#) [Register Account](#)

English (CA) ▾

STEP 2

Click on **“Register Account”**, which will bring you to the following screen.



Your Benefit Info
Please provide the following information:

Group number

Certificate number

Postal code

Date of birth

Next

[Log in here](#) | [Forgot Password](#)

English (CA) ▾

STEP 3

To continue your registration for the log-in to the **Lewer Online Claims** portal:

- Enter your Group number as it appears on your ID card.

Lewer Canada Ltd.
1-800-387-8244

NAME:	Jane Doe		
GROUP-CERT:	K005468-002		
	CARRIER	GROUP NO	CLIENT ID
DRUG:	34	54321	123456


This card is for pharmacy use only.

- Enter your Certificate number as shown below (please use the Client ID that is circled)

Lewer Canada Ltd.			
1-800-387-8244			
NAME:	Jane Doe		
GROUP-CERT:	K005468-002		
	CARRIER	GROUP NO	CLIENT ID
DRUG:	34	54321	123456

This card is for pharmacy use only.

- Enter your postal code.
- Enter your date of birth.
- Click on “Next”, which will bring you to the following screen.



[< back](#)

Your Account Info
Please provide the following information:

Username

Email

Password

Confirm password

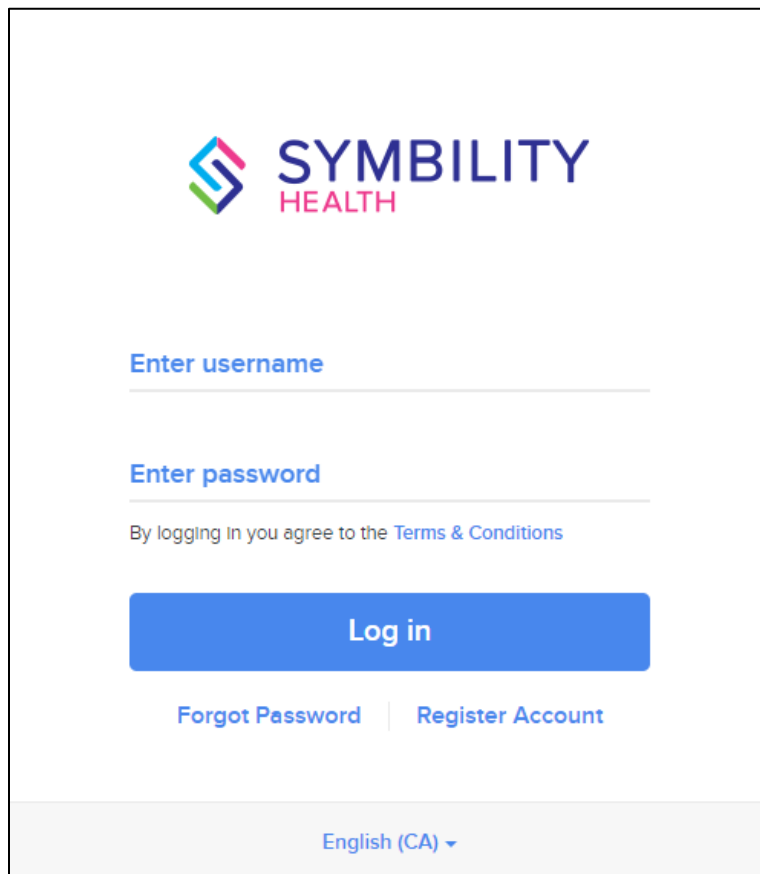
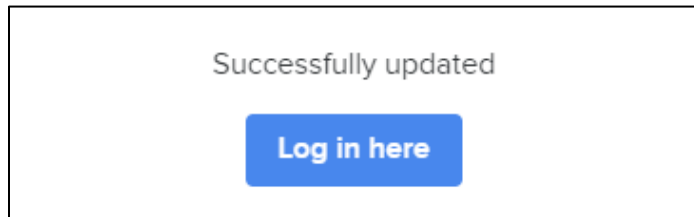
By logging in you agree to the [Terms & Conditions](#)


Sign Up

English (CA) ▾

- Enter a username. (Record your username for future use)
- Enter your email address.
- Enter your password. (Record your password for future use)
- Confirm your password.
- Click “SIGN UP”

A box will appear letting you know the registration was successful. Click on “Log in here”





Enter username

Enter password

By logging in you agree to the [Terms & Conditions](#)

Log in


[Forgot Password](#) | [Register Account](#)

English (CA) ▾

STEP 4

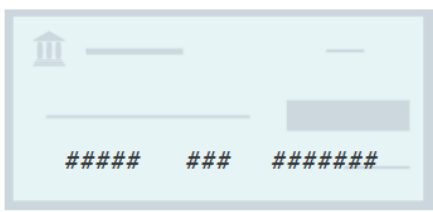
The **login screen** will appear asking you to enter the username and password you created. Once you log in, you will see the screen below, prompting you to enter your direct deposit information.

WARNING -if your banking information is not provided, you will not be able to proceed any further. The Web portal and the Electronic Dental features will **NOT** be available to you or your Dental service providers.



Update Direct Deposit

Set up direct deposit payments to receive payments directly.



#####

Branch Transit No.

Bank Code

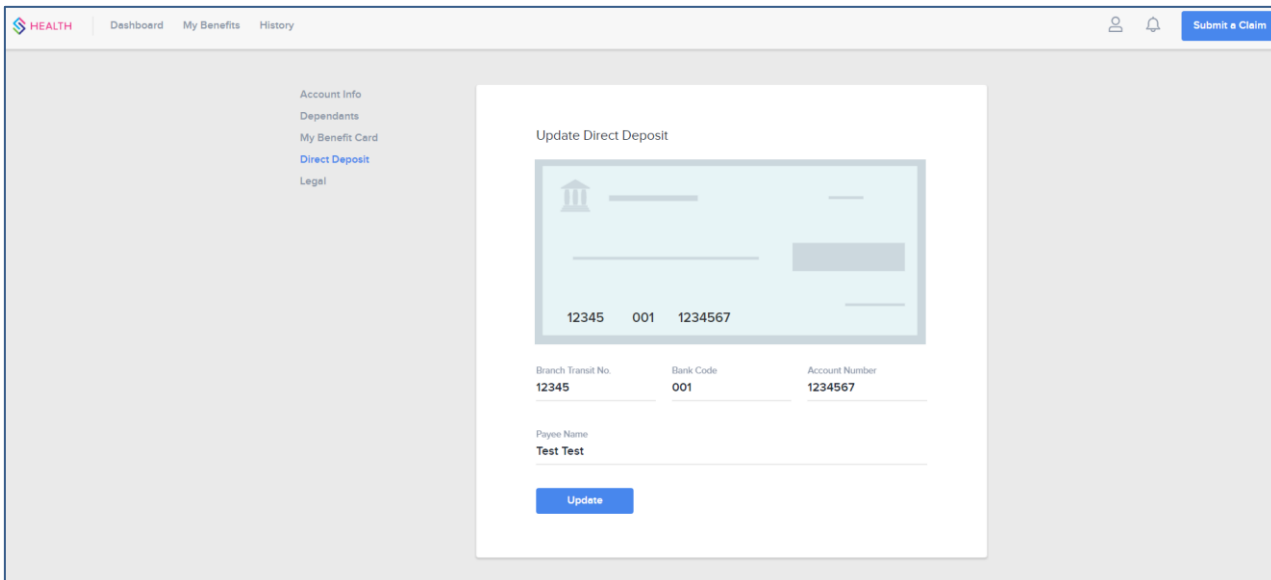
Account Number

Payee Name

Update

Enter all your banking information, which will appear on the cheque above, as you type.

Click “Update” and you will be brought to the direct deposit area of the portal, from which you can navigate anywhere you wish.

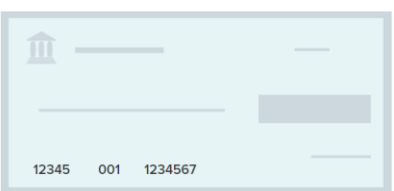


HEALTH | Dashboard | My Benefits | History

Submit a Claim

- Account Info
- Dependents
- My Benefit Card
- Direct Deposit**
- Legal

Update Direct Deposit



12345 001 1234567

Branch Transit No.
12345

Bank Code
001

Account Number
1234567

Payee Name
Test Test

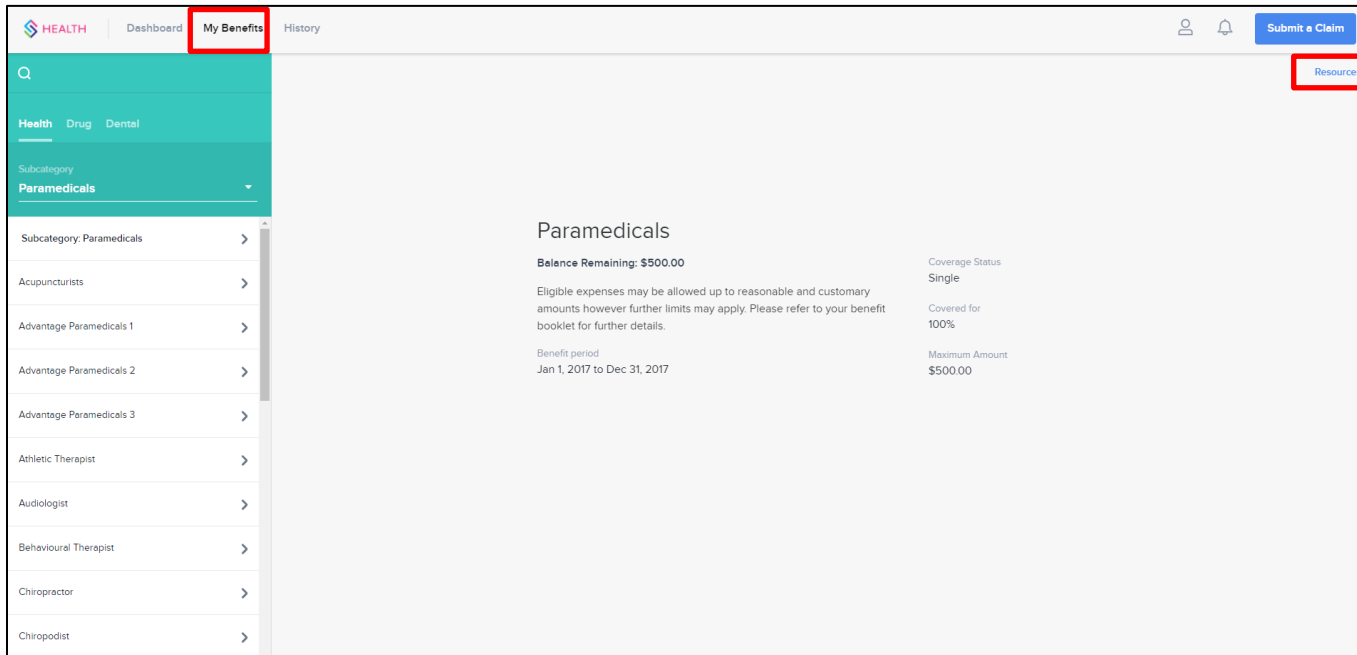
Update

NOTE: once you have successfully entered your banking information, you will receive your new ID card by mail with the Dental carrier and Group information to be used at the Dental office.

STEP 5

Now that you are in the portal click on the **“My Benefits”** tab at the top then **“Resources”** in the right hand corner and download the document **‘Online Claims User Guide’**. This Guide will instruct you how to submit your claims Online as well as access your personal claims history.

While you are in **“Resources”**, if you wish to sign-in to use the **Mobile Application**, download the document **‘Mobile Claims’** and follow the instructions for access to the Online features through the use of your Smart-Phone.



The screenshot shows the Lewer Canada portal interface. At the top, there are navigation tabs: 'HEALTH', 'Dashboard', 'My Benefits' (highlighted with a red box), and 'History'. In the top right corner, there is a 'Submit a Claim' button and a 'Resources' link (highlighted with a red box). The main content area displays 'Paramedicals' with the following details:

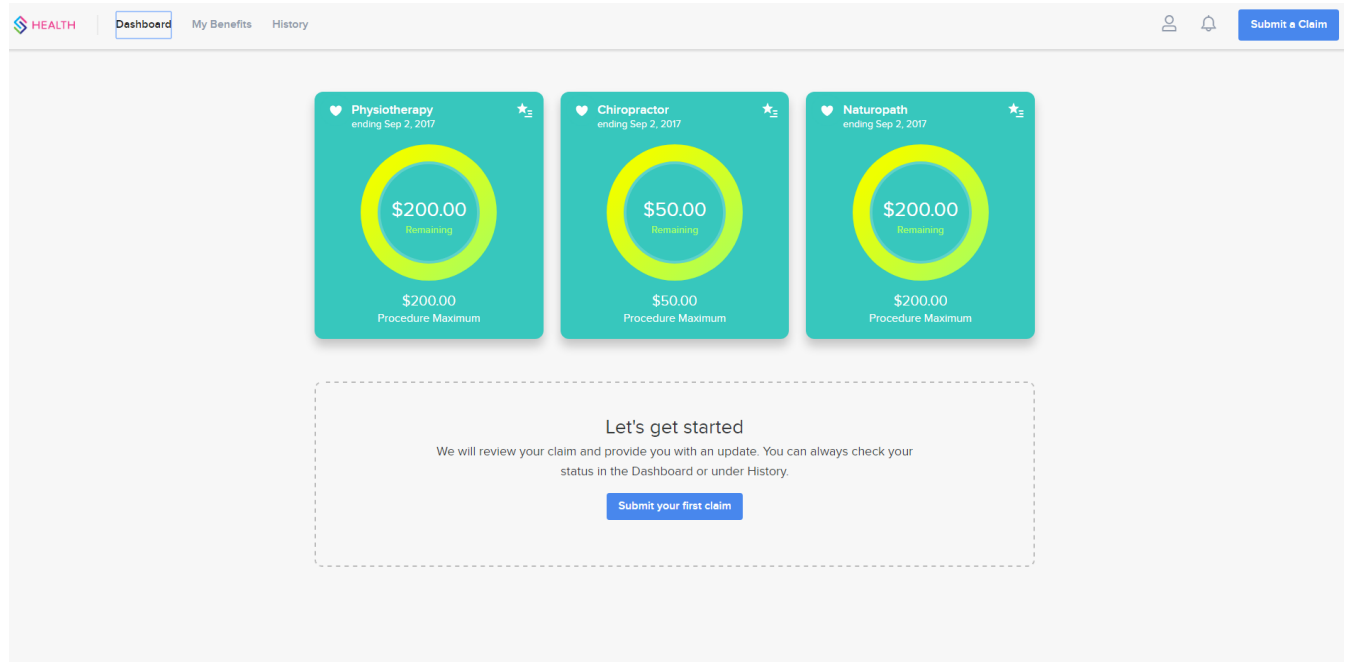
Paramedicals	
Balance Remaining: \$500.00	Coverage Status Single
Eligible expenses may be allowed up to reasonable and customary amounts however further limits may apply. Please refer to your benefit booklet for further details.	Covered for 100%
Benefit period Jan 1, 2017 to Dec 31, 2017	Maximum Amount \$500.00

On the left side, there is a sidebar menu with a search bar and a list of subcategories under 'Paramedicals':

- Subcategory: Paramedicals >
- Acupuncturists >
- Advantage Paramedicals 1 >
- Advantage Paramedicals 2 >
- Advantage Paramedicals 3 >
- Athletic Therapist >
- Audiologist >
- Behavioural Therapist >
- Chiropractor >
- Chiroprapist >

A copy of your group benefit plan booklet and travel insurance coverage will be placed in **Resources** in the coming months.

From now on, simply go to the Lewer Canada website www.lewer.ca and click on the **Member Log-in to have access to all the features described above**. The **Home** screen will display your information like below and this is how you will access the Online Claims portal each time you log-in.



The screenshot shows the member dashboard with the following elements:

- Navigation: HEALTH, Dashboard, My Benefits, History
- User Profile: Profile icon, Notification bell, Submit a Claim button
- Benefit Cards (all ending Sep 2, 2017):
 - Physiotherapy: \$200.00 Remaining, \$200.00 Procedure Maximum
 - Chiropractor: \$50.00 Remaining, \$50.00 Procedure Maximum
 - Naturopath: \$200.00 Remaining, \$200.00 Procedure Maximum
- Call to Action: "Let's get started" with a "Submit your first claim" button and explanatory text: "We will review your claim and provide you with an update. You can always check your status in the Dashboard or under History."

Should you have any questions, please contact me directly at 1-800-387-8244.

Beth Loch