

GETTING STARTED

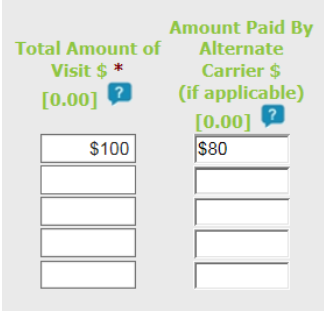
How to submit claims under your CUPE 3907- Graduate Assistants Top-up Plan

Before you continue, here are 3 things to remember...

1. Don't forget to use your name as it appears on your student plan enrolment, as well as your current address for all claims including claims submitted directly to the CUPE 3907- Grad Asst Top-up Plan.
2. Always indicate that your student plan is your primary coverage when submitting claims to both plans. Your Top-up Plan is the secondary payer.
3. When submitting claims online, make sure you keep a copy of your receipts and/or Explanation of Benefits (EOB). Green Shield Canada (GSC) conducts routine audits of online submitted claims. If you are chosen for an audit, your claim will not be paid until you provide these items as proof of payment and/or reimbursement.

Eligible claims already partially reimbursed from your student plan, but not yet submitted under the CUPE 3907, Graduate Assistant top-up plan.

Claiming options available: ONLINE (incl. GSC on the Go) and PAPER

ONLINE (incl. the GSC on the Go mobile app*)	PAPER (General Claim Form)	PAPER (Dental Claim Form)
<p>Step 1 – Complete the claim form, ensuring that where it asks “Has this claim been submitted to the other benefit plan?” that you indicate “Yes” since the claim has already been paid.</p> <p>Step 2 – In the field titled “Total Amount of Visit” put the total amount of the claim prior to payment by your Student Plan. In the field titled “Amount Paid By Alternate Carrier” put the amount paid by your student plan as it appears on your Explanation of Benefits (EOB). (E.g. If the claim is for \$100, and your student plan paid \$80 of the claim, \$100 is the Total Amount of Visit and \$80 is the Amount Paid By Alternate Carrier)</p>  <p>*Only available for Apple® iOS and Android™</p>	<p>Step 1 - Select GSC’s general claim form for drug & extended health services claims. (Click here for claim forms available on greenshield.ca under What You Need > Forms)</p> <p>Step 2 – Complete the claim form ensuring that where it asks “do you want to coordinate this claim with your other Green Shield Canada coverage?” that you indicate “No” since the claim has already been paid.</p> <p>Step 3 – When you complete the field titled “Total Amount Charged Per Visit/Item” put the total amount outstanding after the claim was submitted to your student plan as it appears on your Explanation of Benefits (EOB). (E.g. If the claim is for \$100, and your student plan paid \$80 of the claim, only indicate the \$20 you paid out of pocket in this field)</p> <p>Step 4 – Ensure that you also submit your Explanation of Benefits (EOB) that you received when the claim was paid by your student plan.</p>	<p>Step 1 - Select GSC’s dental claim form. (Click here for claim forms available on greenshield.ca under What You Need > Forms)</p> <p>Step 2 – Complete the sections titled “Part 2 – Employee/Plan Member” and “Part 3 – Patient Information” only - do not complete “Part 1 – Provider”</p> <p>Step 4 – Ensure that you also submit your Explanation of Benefits (EOB) that you received when the claim was paid by your student</p>

If you have unused funds in your HCSA (Plan A members):

BEST BET: Reduce paperwork with HCSA automatic coordination...

You can choose to automatically coordinate the portions of your claim costs that are not covered by your benefit plans with the HCSA portion of the top-up plan. This is convenient for you because you won't have to fill out any additional HCSA claim forms when you submit your claims.

How to sign up for HCSA automatic coordination:

1. Sign in to GSC's Plan Member Online Services and select 'Health Care Spending Account' from the left menu.
2. Select the types of benefit you'd like to automatically coordinate with your HCSA. Remember, you can make multiple selections and change your selections at any time.
3. Click ' Save' and that's it!

If you do not set up automatic coordination with your HCSA, you have two options:

1. Complete the HCSA claim form to submit the remaining balance
2. When you submit a claim for payment from the top-up plan, you can tick the box for "Yes" on the general claim form where it asks "Do you want to coordinate this claim with your Health Care Spending Account?"

Do you have Plan B (HCSA-only plan)?

To submit a claim for the unpaid portion of an eligible claim to the top-up HCSA only, you will need to complete the HCSA claim form. Complete the form per the instructions, however for the following section, check only the third box highlighted below:

Auto Coordinate My Health Care Spending Account Claims

Auto coordination lets you choose to have any unpaid amount from your health and dental claims automatically paid under your Health Care Spending Account. Select 'Yes' for each benefit you would like to auto coordinate. Remember – do not auto coordinate any benefits that you have coverage for under your spouse's benefit plan. For each benefit that you are covered for under your spouse's benefit plan, select 'No'.

Benefit	Auto Coordinate
Dental	<input checked="" type="radio"/> Yes <input type="radio"/> No
Drug	<input checked="" type="radio"/> Yes <input type="radio"/> No
Extended Health Services	<input checked="" type="radio"/> Yes <input type="radio"/> No
Vision	<input checked="" type="radio"/> Yes <input type="radio"/> No
Audio	<input type="radio"/> Yes <input checked="" type="radio"/> No
Travel	<input checked="" type="radio"/> Yes <input type="radio"/> No
Passport to Health	<input type="radio"/> Yes <input checked="" type="radio"/> No

Health Care Spending Account dollars can be claimed for eligible expenses incurred while you are enrolled in the Plan.

[→ SAVE](#) [→ REFRESH](#)

Be sure you have first submitted these claims to any provincial health insurance, or any private health care plan you may have (including another Green Shield plan, spousal plan, etc.)

- I want my eligible expenses paid from my Green Shield health plan or dental plan **first** and any unpaid portions of my eligible expenses paid from my HCSA.
- I want all my eligible expenses paid from my Green Shield health plan or dental plan **first**, then any unpaid portions of my eligible expenses paid from my other Green Shield # _____ and if still unpaid portion remaining, paid under my HCSA.
- I want all my eligible expenses paid directly from my HCSA.**

NOTE: If no box has been checked, we will pay claims according to Box 1.

Eligible claims which have not yet been submitted to your student plan.

Claiming options available: PROVIDER SUBMITTED and PAPER

PROVIDER SUBMITTED (the easy way!)	PAPER (General Claim Form)	PAPER (Dental Claim Form)
<p>Step 1 – Present both your student plan (UTG) information, and your top-up plan information to the provider at the same time (Note: You will need to indicate that your student plan (UTG) is the first payor).</p> <p>Step 2 – The provider will submit the claim on your behalf, and it will be processed simultaneously through both plans, meaning you only pay the balance!</p>	<p>Step 1 - Select GSC’s general claim form for drug & extended health services claims. (Click here for claim forms available on greenshield.ca under What You Need > Forms)</p> <p>Step 2 – Complete the claim form as you normally would for a claim under your student coverage, ensuring that where it asks “do you have any other group insurance coverage that may include these services as benefits?” that you indicate “Yes” and provide your top-up plan information.</p> <div data-bbox="537 771 1251 868" style="border: 1px solid black; padding: 5px;"> <p>SECTION 2 - MANDATORY DECLARATION</p> <p>Do you have any other group insurance coverage that may include these services as benefits? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/></p> <p>If Yes, please provide Insurance company's name <u>Green Shield Canada</u></p> <p>If other coverage is with Green Shield Canada, indicate other Green Shield Canada ID number: <u>12345678</u></p> <p>Do you want to coordinate this claim with your other Green Shield Canada Coverage? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/></p> </div> <p>Note: If you also have unused funds in your HCSA, you can avoid sending a separate claim form by ticking the box indicating “Yes” where it asks “Do you want to coordinate this claim with your Health Care Spending Account?”</p> <p>Step 3 – Ensure that you also submit your receipt(s) along with your claim.</p>	<p>Step 1 - Select GSC’s dental claim form. (Click here for claim forms available on greenshield.ca under What You Need > Forms)</p> <p>Step 2 – Complete the claim form as you normally would for a claim under your student coverage, ensuring that where it asks “Are any dental benefits or services provided under any other group insurance or dental plan, W.S.I.B. or Government plan?” that you indicate “Yes” and provide your top-up plan information.</p> <p>2. Are any dental benefits or services provided under any other group insurance or dental plan, W.S.I.B. or Government plan? No <input type="checkbox"/> Yes <input checked="" type="checkbox"/></p> <p>If Yes, Policy No. <u>12345678</u> Spouse Date of Birth <u>n/a</u></p> <p>Name of other insuring Agency or Plan <u>Green Shield Canada</u></p> <p>Note: If you also have unused funds in your HCSA, be sure to tick the box indicating “Yes” where it asks “Do you want to coordinate this claim with your Health Care Spending Account?”</p> <p>Step 3 – Ensure that you also submit your receipt(s) along with your claim.</p>

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Claiming options available: ONLINE and PAPER

ONLINE	PAPER (General Claim Form)
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Travel	<input checked="" type="radio"/> Yes <input type="radio"/> No
Passport to Health	<input type="radio"/> Yes <input checked="" type="radio"/> No

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[→ SAVE](#) [→ REFRESH](#)

Step 1 – Log in to GSC’s Plan Member Online Services and select My Claims > Submit A Claim from the left hand menu.

Step 2 – Select “Health Care Spending Account” from the list of available claiming options.

Submit your online claim

Click the link for your claim type and complete the form as directed. Your claims will be processed immediately, and you will see the results within seconds!

- [Acupuncture Treatment](#)
- [Chiropractic \(Foot Care\) Treatment](#)
- [Chiropractic Treatment](#)
- [Counselling Services](#)
- [Diagnostic Vision Test](#)
- [Eye Exam](#)
- [Health Care Spending Account](#)
- [Massage Therapy](#)

Step 1 - Select GSC’s Health Care Spending Account form. (Click [here](#) for claim forms available on greenshield.ca under What You Need > Forms)

Step 2 – Complete the form and submit according to the instructions located at the bottom of the form. Don’t forget to also include your receipts.

Step 3 – Follow the instructions and complete your submission!