Securian Canada
Health Portal
Registration, Login, Claims Guide
and Drug Coverage Search

Registration

1

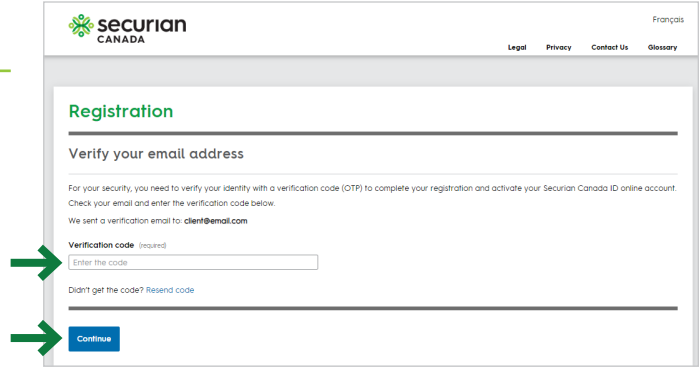Go to **my.securiancanada.ca** and **Register Now**.

2

- Enter your policy number, member ID and date of birth
- Enter your email address and create your password
- Click on **Sign Up**

Note: Your email address is your username and will only be used to communicate with you for the purposes of maintaining access to this site.

Tip! Your policy number and member ID can be found in your insurance documents.
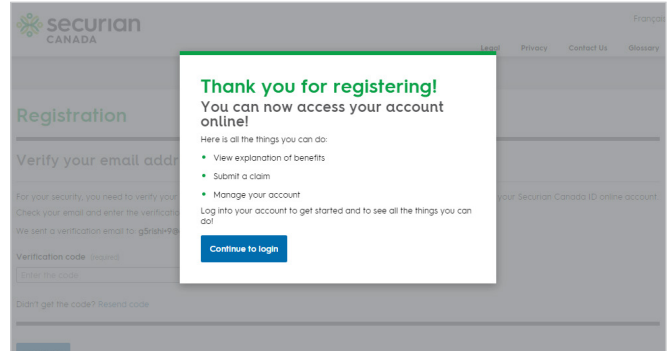
3

- Check your email for a verification code
- Enter the verification code and select **Continue**

4

Once verified, you've completed the registration process. You can now log in with your email and password that you set.
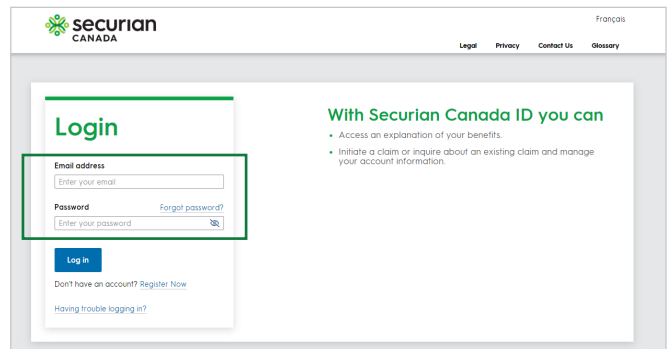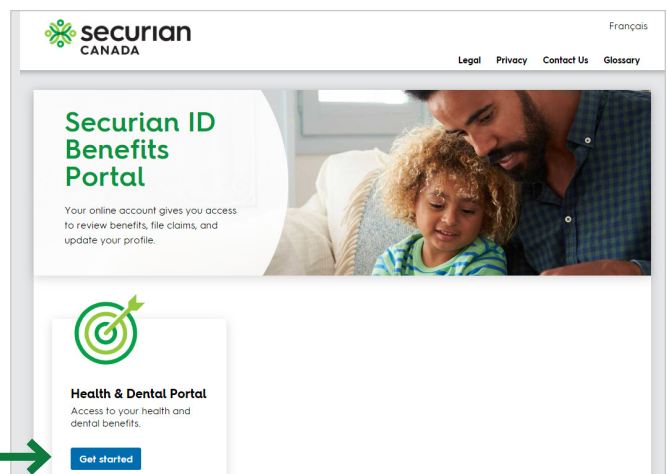

Logging in

1

- Enter your email and password
- Check your email for a verification code
- Enter the verification code
- Click **Continue**
- If you didn't receive a login code within 1 minute, click on **Resend code** to try again

Note: The verification code is a One Time Password (OTP). Each time you log in we will email you an OTP to complete the login process.

2

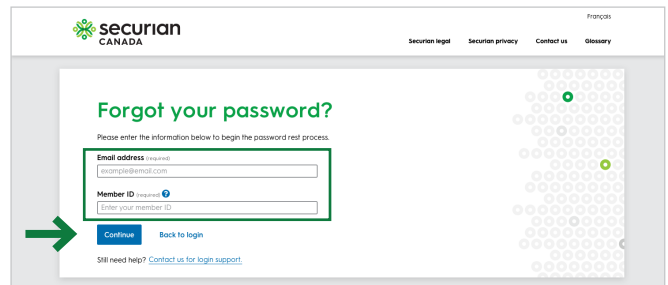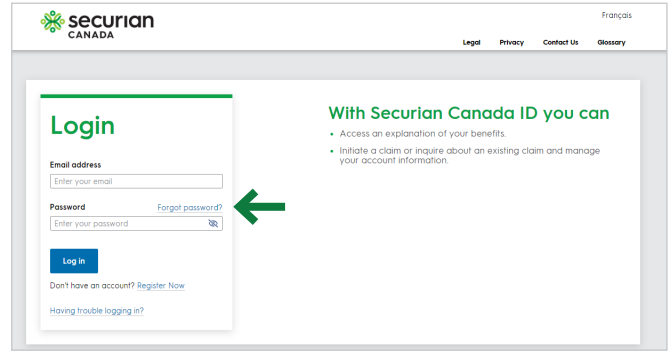- On the Health & Dental tile, select **Get started**

Forgot password

1

- If you've forgotten your password or would like to reset your password, click on **Forgot Password** from the login screen

- Enter your email address and member ID

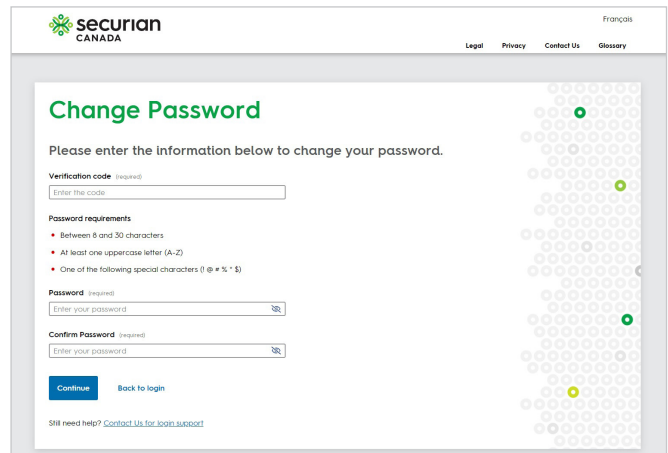- Select **Continue** and then check your email for a verification code

Note: If you didn't receive a verification code within 1 minute, click on **Resend the code** to try again.

Remember to check your junk folder!

2

- Enter the verification code and then create your new password
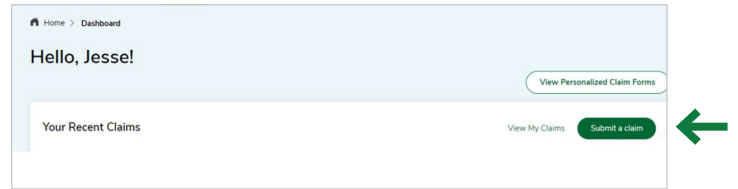
- Click **Continue**

How to submit a health or dental claim

1

Get Started

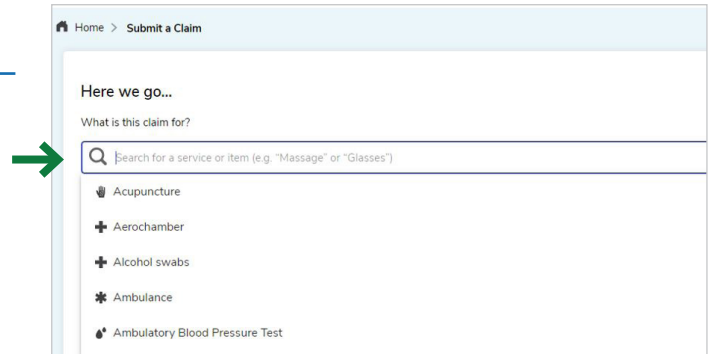- Click the green **Submit a claim** button from the home screen

2

Choose the type of claim

- Use the search bar, or the drop-down menu, to choose a claim type

Note: If you're submitting a drug claim, skip to the **how to submit a drug claim** section on page 7.

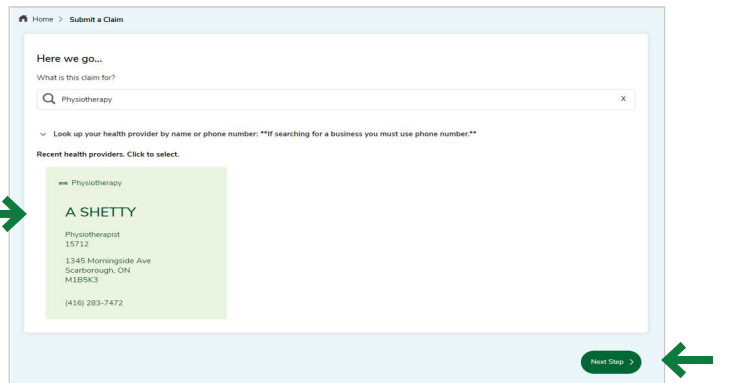**Tip!** If you cannot find an exact match for the type of claim, type 'Other' and more options will appear.
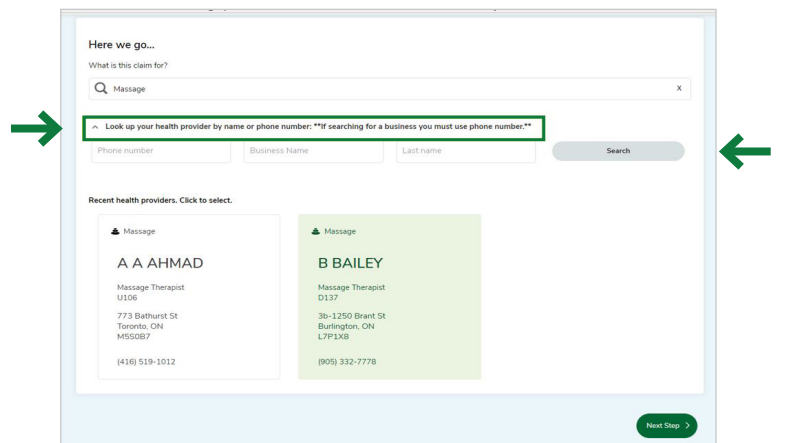
3

Find your health care provider

If you've been to this health care provider before:

- If you previously visited a health care provider for the same type of service, their information will be displayed under **Recent health providers**

- If this service was completed by the same provider displayed, select the provider and click **Next Step**

If you haven't been to this health care provider before:

- To search for the provider, click on **Look up your health provider by name or phone number**
- Enter the provider's first name, last name and/or phone number (searching by phone number is recommended)
- Click **Search**

- If the provider is listed, select the provider and click **Next Step**

- If the provider is not listed, you will need to add them
- Select **Add a New Provider**

- Enter the provider details and then click on the **Confirm Entry** button

- Select the provider you added and click the **Next Step** button

4

Add your claim details

- Select who the claim is for, from the drop down **Who is this claim for?**

- Answer all questions related to the claim

- Provide details regarding the claim
- If there are additional claims to enter from the same provider, click the link to **Add additional treatment**
- Once all claim details have been entered, click **Next Step**

5

Confirm your claim details

- Confirm the information you entered is correct
- Review the **Confirm and Authorize** section and select the check box
- Click the **Submit** button

How to submit a drug claim

1

Get started

- Type 'Drug' into the search bar
- Click **Next Step**

2

Claims details

- Select who the claim is for, from the drop down **Who is this claim for?**
- Answer the questions
- Upload your receipts or documents
- Add any additional information
- Click **Next Step**

3

Confirm claim details

- Confirm the information you entered is correct
- Review the **Confirm and Authorize** section and select the check box
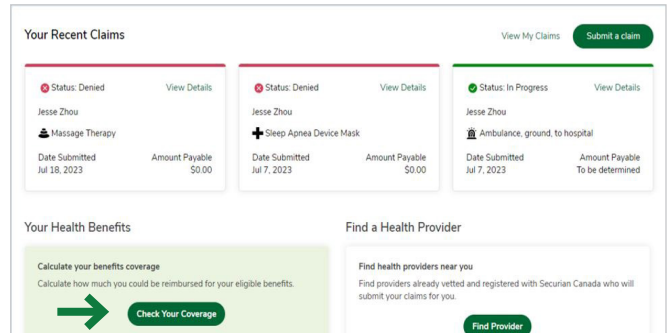- Click the **Submit** button

Drug coverage search

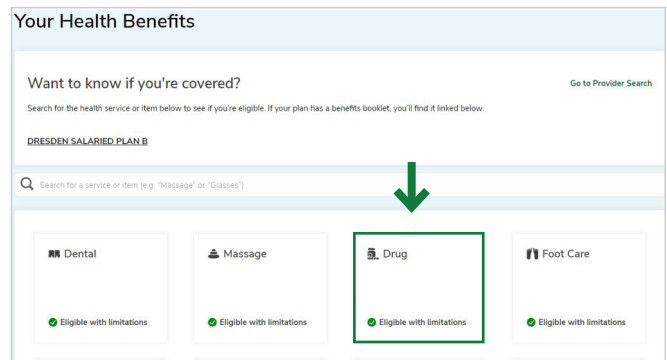Here's how to find out whether a certain drug is covered under your plan.

1

Select **Check Your Coverage** from the 'Your Health Benefits' tab.
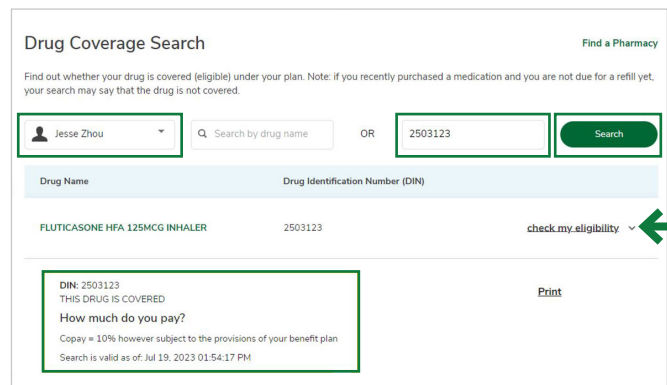

2

Click on the **Drug** tab.

3

- Select whether this search is for you or one of your dependants (if covered)

- Enter the drug name or the drug identification number (DIN) and click **Search**

- Your search results will appear

- Select **Check my eligibility** to determine if you have coverage for this drug

Important: If you search by drug name, multiple results may show up and you will need to sort through the list to know which type of the drug and corresponding DIN is covered by your plan.

The drug name/description and applicable DIN will appear in the search results.

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