



## Registration

1

Go to [my.securiancanada.ca](https://my.securiancanada.ca) and **Register Now**.

2

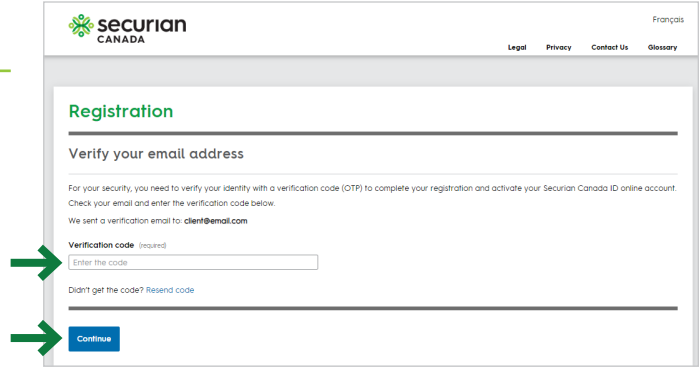
- Enter your policy number, member ID and date of birth
- Enter your email address and create your password
- Click on **Sign Up**

**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.

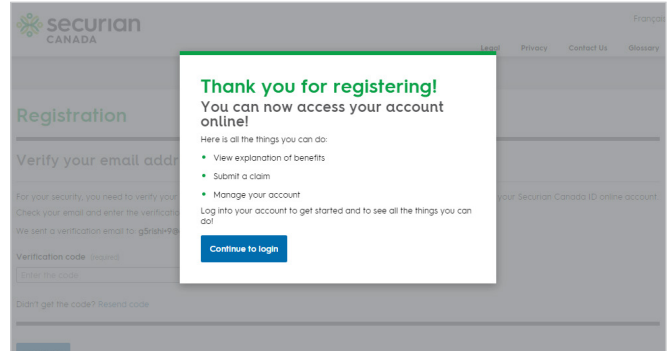
# 3

- 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.

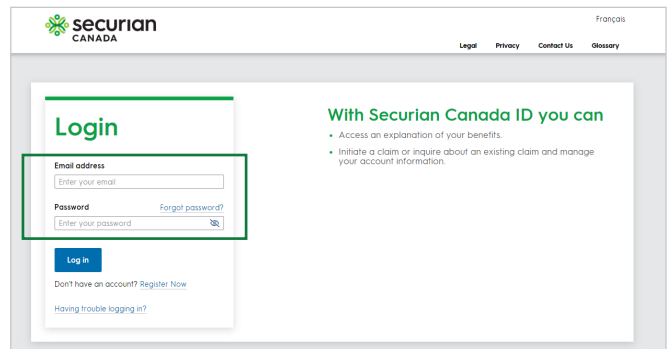


## Logging in

# 1

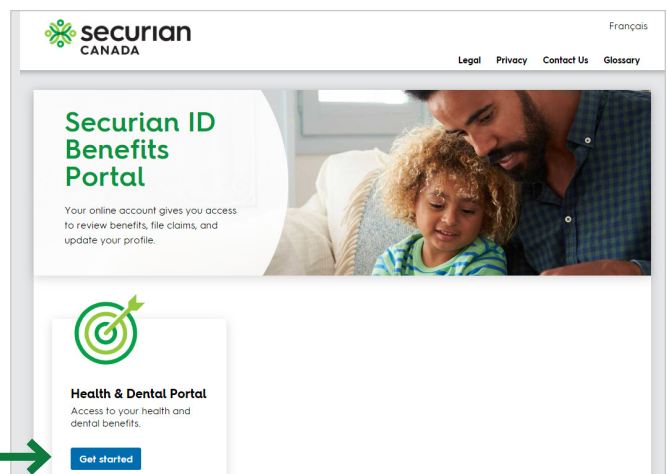
- Enter your email and password
- Check your email for a verification code
- Enter the verification code
- Click **Continue**
- If you didn't receive a login code within 1 minute, click on **Resend code** to try again

**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**



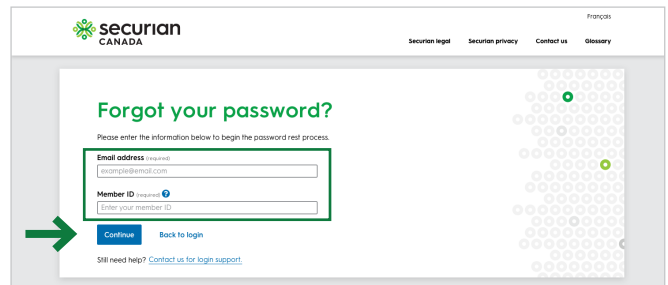
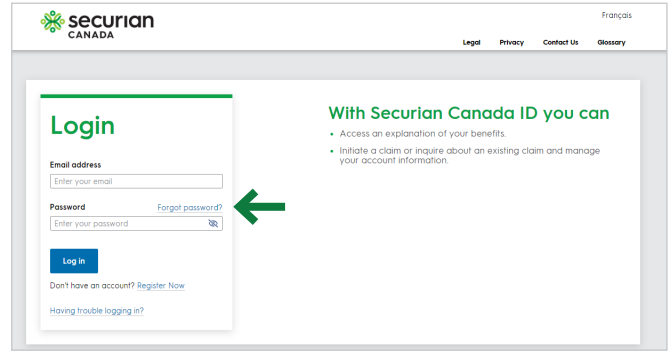
# Forgot password

## 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

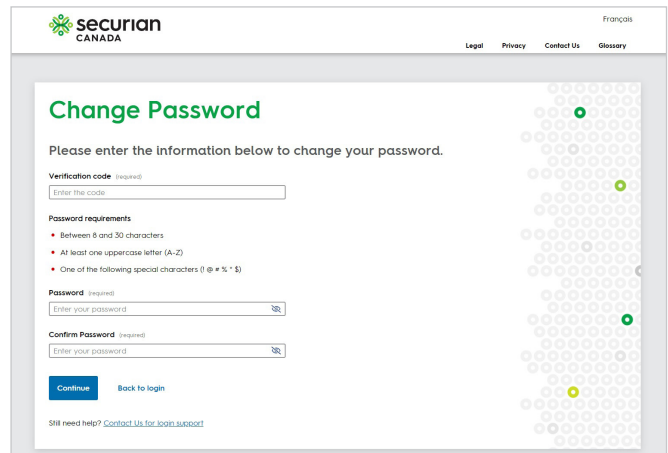
**Note:** If you didn't receive a verification code within 1 minute, click on **Resend the code** to try again.

Remember to check your junk folder!



## 2

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

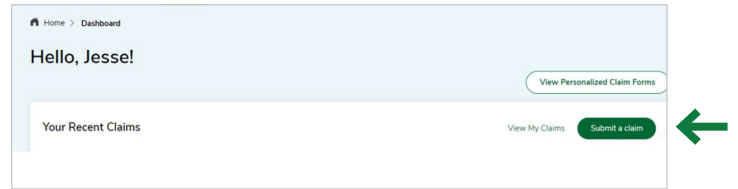


# How to submit a health or dental claim

1

## Get Started

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



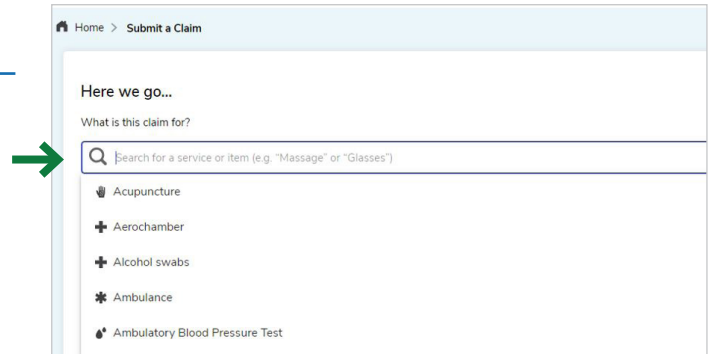
2

## 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.

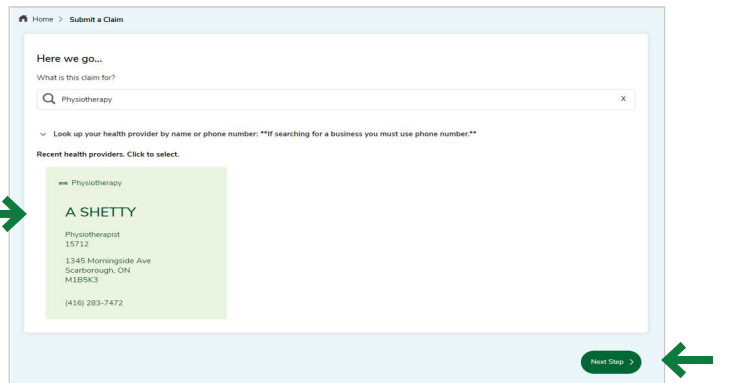


3

## Find your health care provider

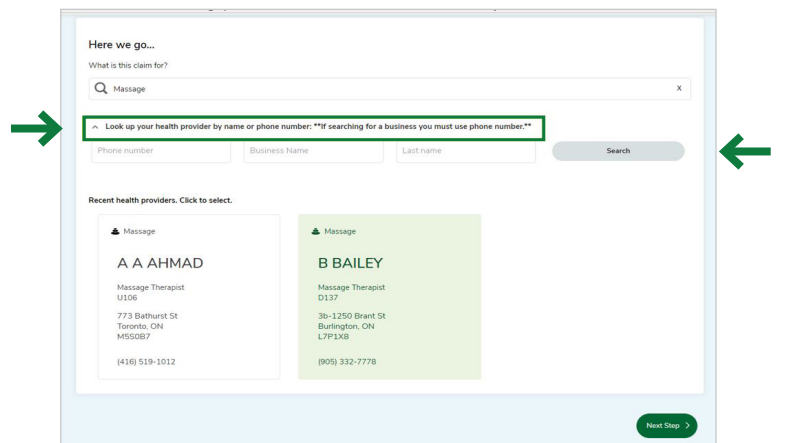
**If you've been to this health care provider before:**

- 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**

Home > Submit a Claim

Here we go...

What is this claim for?

Look up your health provider by name or phone number. **\*\*If searching for a business you must use phone number.\*\***

Phone number:  Business Name:

Provider Name	Business Name	Provider Type	Address	License Number	Phone Number
A A SMITH	A A SMITH	Massage Therapist	45 226 Av., Drummondville, QC J2B3Z5	17111009	(819) 461-7306
A J SMITH	WOLF MOUNTAIN MASSAGE	Massage Therapist	10-7519 41 Ave Nw, Calgary, AB T3B1X5	001286	(780) 799-6830
A L SMITH	THE MESSAGE AND TREATMENT CLINIC	Massage Therapist	110-1224 Place D'Oraani Dr., Orleans, ON K1C7K3	G461	(613) 837-2740

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


Home > Submit a Claim

Here we go...

What is this claim for?

Look up your health provider by name or phone number. **\*\*If searching for a business you must use phone number.\*\***

Phone number:  Message 123  Last name:

  
 Your search returned 0 results.

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

Enter provider details (one entry per provider)

Last name:  First name:  License no.:

Phone number:  Association/College:

Street address:  City:

Province:  Postal code:

We're unable to find that provider, which means it's possible they're not registered with Securian Canada. Enter the provider's information above, and select "Confirm Entry". The provider's credentials will be verified, and this claim will be processed accordingly. Please do not submit any other claims for this provider until they have been verified and registered with us.

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

Manually inputted provider:

**A SMITH**

101 Test St  
 Toronto, ON  
 M4B 1G2

(416) 407-1234

# 4

## Add your claim details

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

Home > Submit a Claim

### Claim Details

Your health provider:

A SMITH  
101 Test St  
Toronto, ON  
M4B 1G2  
(416) 407-1234

Who is this claim for?

Jesse Zhou

- Answer all questions related to the claim

### Please select and answer questions below

Is Jesse covered under another benefits plan?  Y  N

Is this claim related to a motor vehicle accident or an open case with the Workers' Compensation Plan in your province?  Y  N

Do you have a prescription for this claim?  Y  N

- 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**

### More About Your Claim

Treatment Type: Message Therapy

Treatment Date: Jun 1, 2023

Treatment Length: 60 minutes

Total Amount: \$100

+ Add additional treatment

< Previous Step

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

Home > Submit a Claim

### Claim Details

Member name: Jesse Zhou

Claim type: Massage

A SMITH

101 Test St  
Toronto, ON  
M4B 1G2  
(416) 407-1234

### Please verify your answers

Is Jesse covered under another benefits plan? No

Is this claim related to a motor vehicle accident or an open case with the Workers' Compensation Plan in your province? No

Do you have a prescription for this claim? No

### More About Your Claim

Service 1

Treatment Type: Message Therapy

Treatment Date: Jun 1, 2023

Treatment Length: 60 minutes

Total Amount: \$100.00

### Confirm and Authorize

I confirm that all of the information above is accurate and ready to be submitted to Securion Canada.

I understand that submitting a fraudulent claim is a criminal act, and will result in the notification of my employer, the suspension of my benefits, and an escalation to the appropriate legal and/or law enforcement agency.

If selected for audit, I authorize the exchange of information between Securion Canada and other parties, including but not limited to health practitioners, medical device providers and insurers, as required, and only when the information is needed to administer benefit claims and/or confirm the accuracy of the claim(s) information submitted on behalf of myself, my spouse and/or my dependents.

< Previous Step

Submit

# 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

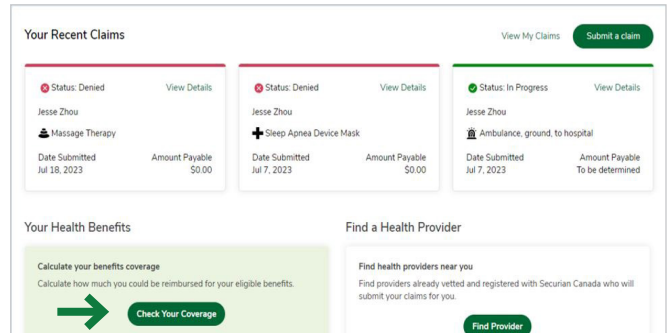


# Drug coverage search

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

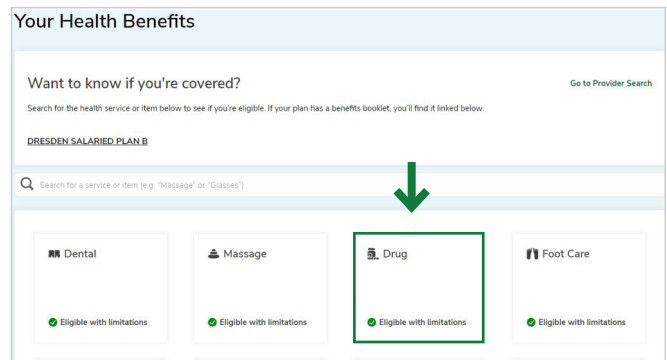
1

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



2

Click on the **Drug** tab.

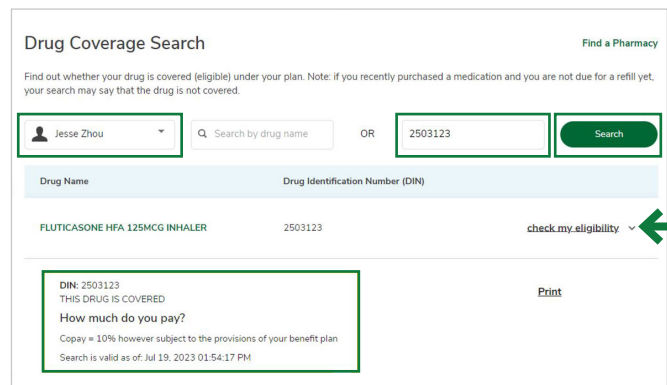


3

- 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.





Securian Canada is the brand name used by Canadian Premier Life Insurance Company and Canadian Premier General Insurance Company to do business in Canada. Policies are underwritten by Canadian Premier Life Insurance Company.



[securiancanada.ca](https://www.securiancanada.ca)

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