

HOW TO SUBMIT A CLAIM

NEW: Online claim submission is now available to Members as they renew.* This service will be rolled out to Members on a month-to-month basis (starting September 1, 2023) and you will be notified of this option upon your annual renewal date.

Sign up for Online Access Today

By using ClaimSecure's service, you can now submit your claims securely online (once you become eligible). Sign up for direct deposit, view benefit coverage, submit claims using eClaim or PhotoClaim, or add a digital benefits eCard to mobile wallets and more.



In-App Registration

- Sign up in seconds using the mobile app or online



eMobile

- Access your information from wherever you are with the eProfile™ eMobile app for smartphones
- Claims history, payment details, benefit and patient totals can be accessed easily and securely



Benefits eCard

- Quick access to your drug, health and dental group & Certificate #
- Conveniently add to your mobile wallet



Balances & Coverage

- View what's covered under your benefit plan



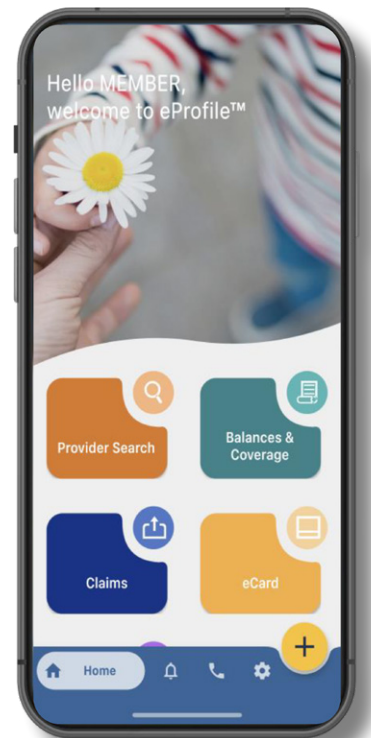
Direct Deposit

- With direct deposit service, payments are made to your bank account



eClaim & PhotoClaim

- Conveniently submit claims and receive an instant submission confirmation
- Access 30 days of PhotoClaim history



* Pharmacy and dental offices that file claims electronically through the ClaimSecure network will continue to do so.

For claims incurred from your annual renewal date onwards, you can now **Submit Online.***
For claims incurred prior to your annual renewal date, you must **Submit by Mail.**

Submit a Claim Online*

STEP 1

You'll need:

Your Group (1217) & Certificate # – find this on your Certificate of Insurance included in this mailing.

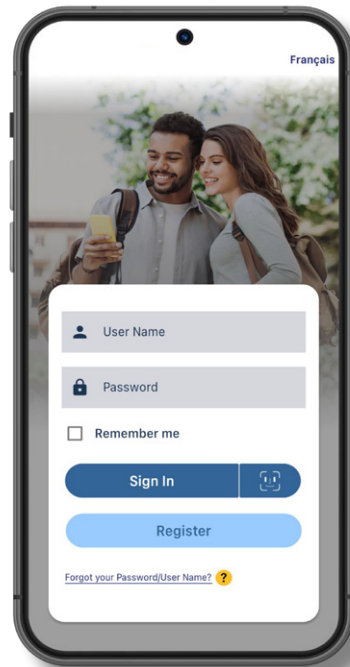
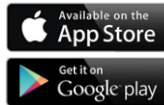
STEP 2

Go to **claimsecure.com**

Click (or tap if using your smartphone) on Member eProfile™ Login and click Member eProfile™ Login again. Click on “Register Now” to continue.

OR

Download the ClaimSecure eProfile™ app on the Apple App store or Google Play store. Tap on the “Register Now” button at the bottom of the Sign-In Screen and follow a few simple steps.



Learn More:
Once your eProfile™ is set up, click on the **Learn More** light bulb image to view eProfile™ How to Videos.

Submit a Claim by Mail

Visit our website: **aeplan.ca/member#how-to-claim** to download claim forms and find further details on how to submit a claim by mail.

You must include your official and original receipts and **all supporting documentation** when mailing.

Claims incurred prior to your annual renewal date can not be submitted online.

IMPORTANT INFORMATION

Not sure if something is covered? Contact us **before** you make a claim. **Claims and all supporting documentation must be submitted not more than ninety (90) days following the close of each Benefit Year.**

What is ClaimSecure?

ClaimSecure is a third-party service provider that AFBS works with to provide online claims submission and electronic pay-direct claim settlement for prescription drug, dental care and extended health care claims.

Have a Claim-Related Question?

Contact us, not ClaimSecure, at the contact details below. We're your insurance provider and have the answers you're looking for regarding coverage or how to submit your claims.

Keep All Receipts & Documentation

It's important that you retain a copy of all your receipts for your own records, audit and CRA purposes. Keep all your statements, Explanation of Benefits (EOB), invoices, etc.

* You will be notified once you become eligible to submit claims online. Continue to submit by mail until that time.

Contact Us:

☎ 1.855.934.2355 or 416.934.2355

✉ admin@aeplan.ca

The Arts & Entertainment Plan®
is a service of AFBS,
a not-for-profit insurer.

