



Welcome to your Canada Life

We know your physical, financial and mental well-being are important to you. So, welcome to your Canada Life group plan.

Let's get started. Here are a few tips to get the most out of your plan with Canada Life's member site: GroupNet for plan members.

Register for online services

1. **Find your plan number and member ID** – it's on the front of your benefits statement or benefits card in this package.
2. Go to **Canadalife.com** two days after your plan takes effect.
3. **Sign in** as a **member** on GroupNet for plan members.
4. **Register** to submit your claims online and review your coverage and balance details.

After you register, you have two ways to sign into your GroupNet for plan members account.

Canadalife.com

Sign in on GroupNet for plan members.

Download the app

Go to your favourite app store and download the GroupNet for plan members app.

Either way, you can submit your claims, see what your plan covers and even download your benefits card to your Apple Wallet or Google Pay.

And that's not all, here are a few other ways you can put GroupNet for plan members to work for you.

Get your claim payments deposited into your bank account

It's fast and easy to have your claim payments go right into your bank account. Just add your banking details when you register for GroupNet.

TIP: check the bottom of a cheque or sign into your bank account online to find your banking info.

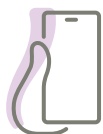
Find out when your claim has gone through

1. Go to your **Profile** on GroupNet for plan members.
2. Set your **Notifications** settings – you can choose email or text!

Get a medicine cabinet assistant

1. Download the free **DrugHub** app on the App Store.
2. Sign in with your GroupNet for plan member info.
3. Choose reminders to take your medications on schedule.
4. Get reminders about ordering refills.

Do the same for your family members!



Need help? Call

TTY: 1-800-990-6654

(Available 7 a.m. to 6 p.m. CST).

What to do when you're covered by more than one benefits plan

Here's how you can access both plans to get the most out of your coverage.

If the claim is for:	Step 1	Step 2
You	Submit the claim to Canada Life.	Submit the unpaid part to your spouse's plan.
Your spouse	Submit the claim to your spouse's plan.	Submit the unpaid part to Canada Life.
Your child	Submit the claim to the plan of the parent whose birthday falls the earliest in the year, regardless of their year of birth.	Submit the unpaid balance to the other parent's plan.



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Register once. Benefit any time.

Online services for you

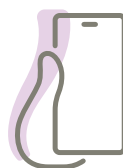
Your life is all about balance. With work and other commitments, you've become a master multi-tasker. That's why, when it comes to managing your group benefits, convenience is key.

With GroupNet, you can:

- Submit claims
- See what your benefits cover and how much
- Find healthcare providers
- View, save and print your benefit cards
- Get notified when your claims have been processed

Signing up is simple and safe

1. Find your plan number and member ID.
(TIP: They're on your benefits card.)
2. Go to **canadalife.com**
3. Select Sign in to GroupNet for plan members
4. Follow the instructions to register



After you sign up, you have two ways to sign into your GroupNet for plan members account.

- **Canadalife.com**
Sign in on GroupNet for plan members.
- **Download the app**
Go to your favourite app store and download the GroupNet for plan members app.





Your claims, your way

You have more options than ever to submit your claims, with no paper forms to fill out.

Submit your claims online

1. Sign into your GroupNet for plan members account on canadalife.com or on the GroupNet app. New to your plan? Go to canadalife.com to register for GroupNet.
2. Choose **Make a claim**.
TIP: You can sign up to get your claim paid to your bank account through GroupNet for plan members. Look for banking in your profile.

Ask your healthcare provider

Some healthcare providers can submit your claim for you – just give them your plan number and member ID. You can find both on your benefits cards or on GroupNet for plan members.

Check if your provider can submit claims for you. Search for **Provider eClaims** on canadalife.com.

Hold on to your receipts

Keep your original receipt(s) for 12 months in case we need more information after you submit your claim.

Protecting your benefits

Canada Life is committed to protecting your benefits from fraud and misuse. We apply state-of-the-art safeguards to all online claims, along with additional electronic measures for even more protection. Claims submitted online are subject to random audits and detailed adjudication.

For more information, contact your plan administrator.

