



Welcome to the Plus Side

GreenShield+ is coverage and care, all in one place. Check your benefits coverage, search for local healthcare providers, and seamlessly submit your benefits claims. With GreenShield+, there are no surprises – confirm status and eligibility at any time, from anywhere.



Built around you

Focus on your health and well-being knowing GreenShield+ online services are fully integrated with your personal health insurance plan.

Visit greenshieldplus.ca or download the **GreenShield+** app from the App Store or Google Play Store to access your plan at home or on the go.

With GreenShield+ you can:

- Check your available benefits and balances
- Search your drug coverage by name or drug identification number
- Check your eligibility and coverage for most health services and medical items
- Submit claims and view all previous claims and their status
- Find healthcare providers in your area who will submit claims directly to GreenShield on your behalf. Search by business type or name on the interactive map
- Sign up for direct deposit
- View and download a digital copy of your GreenShield ID card
- Review your Benefit Plan Booklet.



How to register for GreenShield+

Be sure to have your GreenShield ID card ready.

1. Go to **greenshieldplus.ca**
2. Click on **Sign up**
3. Select **Through a personal insurance plan**
4. Then follow the instructions on the screen

Note: You'll need to access your email to receive a 6-digit verification code during the process.



How to sign up for direct deposit

You get your money back faster when you have direct deposit. When you make a claim, we'll automatically deposit your reimbursement directly into your bank account. Be sure to have your bank account details ready. If you didn't sign up for direct deposit during the registration process, you can still do so by following the steps below:

1. On the **Navigation Bar**, select the drop-down menu with your name on it
2. Select **Account Settings**
3. Select **Payments**
4. Select **Direct Deposit**
5. Select **Update bank account details**
6. Then follow the instructions on the screen.



Claims processing

Submitting claims is now easier with real-time adjudication. You'll instantly know the amount your plan will cover for any of the following services:

- Dental services
- Vision care
- Mental Health services
- Physiotherapy
- Massage therapy
- Chiropractic services
- Acupuncture
- Osteopath
- Naturopath
- Chiropodist or podiatrist
- Medical items
- Home support services
- Speech therapy
- Emergency ambulance



How to submit your claims

On the **Navigation Bar**, select **Claims and Benefits**, then select **Submit a Claim**. Follow the instructions on the screen for the type of claim that you have.

For claims adjudicated instantly: You will receive confirmation that your claim was processed. If your claim is selected for an audit, you'll need to provide the necessary documentation within a specified time to receive payment and prevent potential suspension of access to this feature. You can upload your documentation online when you receive the audit notification.

For uploaded claims: You will receive confirmation that we have received your claim. Once the adjudication process is complete, you'll be able to view the status on the **Claims History** page.



Questions?

Our Customer Service Centre team will be pleased to help you.

Call 1-888-525-7587

When you call, please have your GreenShield ID ready, so we can assist you quickly and easily.



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