

We know your time is valuable. That's why we would like to take a moment and remind you of our convenient eServices available 24 hours a day, 7 days a week.

VIP room - password-protected web site

Our VIP Room web site offers secure and convenient access to personalized information on your group benefits, health and dental claims, and more.

Please contact us at **1-800-499-4415** if:

- You have misplaced or forgotten your User ID and/or password
- You are unable to reset your password
- Your account is locked after 3 unsuccessful login attempts
- You have not logged into your account over the past 3 years

Our Customer Service Representative will answer your questions or provide assistance.

To access the VIP Room:

www.standardlife.ca and click on **Secure Access** in the top menu

Take our guided tour:

www.standardlife.ca/vipdemo/glh/vip/participants.html

Online Claims Submission

Our Online Claims Submission feature, available through the VIP Room, is designed to make your life easier. A few minutes is all it will take you to submit your health care claims.

What are the advantages?

- No more paper forms to fill out or envelopes to mail.
- It is no longer necessary to complete and mail a detailed form to us to submit health, dental care or drug claims, or health spending account expenses, based on the coverage offered by your employer. These claims can now be transmitted to us electronically.

For an overview of this service:

www.standardlife.ca/vipdemo/glh/vip/en/employee/index.html

eClaims Submission

Our eClaims solution allows participating health care professionals (physiotherapists, chiropractors, acupuncturists, massage therapists, naturopathic doctors and vision care providers) to submit electronic claims, directly from their point-of-care.

For an overview of this service and a list of the health care providers in your region who offer the online service, follow these steps:

- Go to www.standardlife.ca
- Click and hold on **I am a group plan member** then pick **Member services**
- Click **I want to file a claim**
- Then **eClaims submission from health care providers**
- Simply enter your postal code in the **search tool**.

Direct deposit

Direct deposit is the fastest, safest and easiest way to receive your claim reimbursements.

You can sign up for direct deposit in one of the following ways:

1. Through the direct deposit tab of the VIP Room.
2. Complete the direct deposit section of the Medical and paramedical claim form next time you submit a claim.
3. Fill out the direct deposit form, which can be found in the VIP Room or our Public website.

Health & Wellness Centre

Our award-winning Health & Wellness Centre provides health information and practical tips for everyday life.

Visit our virtual Health & Wellness Centre at www.standardlife.ca/wellness for compelling information and interactive tools that can help guide your way.