



Welcome to  
Canada Life

What you need to know about your benefits plan

canada **life**™



# 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 the member site: My Canada Life at Work™.

## Register for online services

1. **You'll need your plan number and member ID.**  
You can find them on your health benefits card. If you don't have them, call us for help at 1-888-222-0775.
2. Go to [mycanadalifeatwork.com](https://mycanadalifeatwork.com) two days after your plan takes effect.
3. Register to submit your claims online and review your coverage and balance details.

You can also go to your favourite app store and download the app. Search for GroupNet Mobile.

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 use My Canada Life at Work.

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

## Find out when your claim has gone through

1. Go to your **Profile** and select Notifications then Claim payment notifications.
2. Set your **Notifications** settings – you can choose email or text!

## 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:

### You:

1. Submit the claim to Canada Life.
2. Submit the unpaid part to your spouse's plan.

### Your spouse:

1. Submit the claim to your spouse's plan.
2. Submit the unpaid part to Canada Life.

### Your child:

1. Submit the claim to the plan of the parent whose birthday falls the earliest in the year, regardless of their year of birth.
2. Submit the unpaid balance to the other parent's plan.

## Need help?

Call 1-800-957-9777. TTY: 1-800-990-6654  
(Available 7 a.m. to 6 p.m. CST).



# Your benefits card is now digital

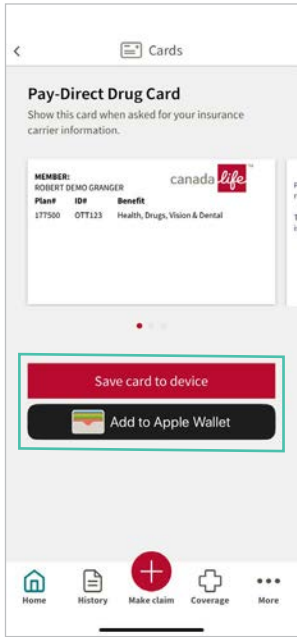
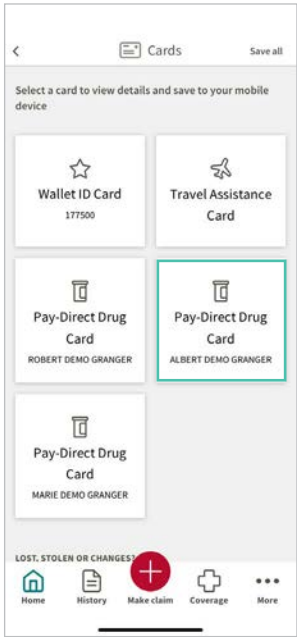
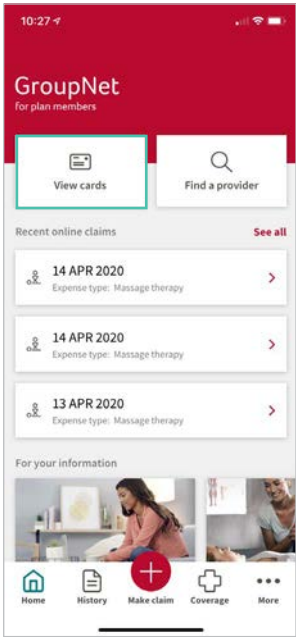
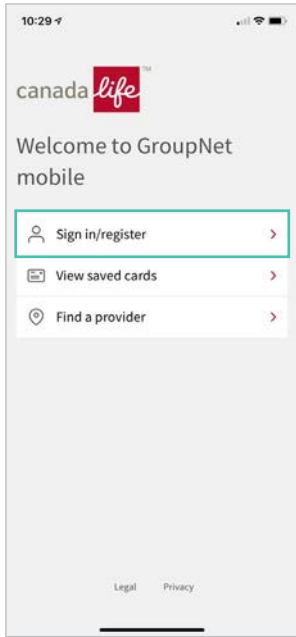
Saying no to plastic cards is just a click away.

1. Register or sign in to GroupNet mobile

2. Select View cards

3. Select the card you want to save

4. Save card to your device or add it to your wallet (Apple and Google Pay)



From your wallet you can share cards with family members covered under your benefits plan.





# 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 My Canada Life at Work™, you can:

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

### Signing up is simple and safe

1. You'll need your plan number and member ID. You can find them on your health benefits card. If you don't have them, call us for help at 1-888-222-0775.
2. Go to [mycanadalifeatwork.com](https://mycanadalifeatwork.com)
3. Follow the instructions to register

You can also go to your favourite app store and download the app. Search for GroupNet Mobile.



# 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 in to My Canada Life at Work™ at [mycanadalifeatwork.com](https://mycanadalifeatwork.com) or use the GroupNet Mobile app. New to your plan? Go to [mycanadalifeatwork.com](https://mycanadalifeatwork.com) to register.
2. Choose Make a claim.  
TIP: You can sign up to get your claims paid to your bank account. Go to your Profile, select Banking and input your banking information.

## 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 My Canada Life at Work.

Check if your provider can submit claims for you. Search for Provider eClaims on [mycanadalifeatwork.com](https://mycanadalifeatwork.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.





# Health Connected

## Take charge of your health

Whether you're thinking about making changes to improve your health, or you're active and healthy and want to stay that way, Health Connected® is designed for you.

**The site makes it easy for you to learn more about your health and develop health skills on your terms. It's divided into three missions:**

- Health risk and health skills assessments give you an overall picture of your health so you know what to focus on.
- Team and solo challenges and virtual adventures help you practice your health skills in a fun, competitive way. Game elements like points and badges help motivate you to try new things to benefit your health.
- A digital health coach helps you build a 28-day plan to help you stay motivated and see results.

### You can also:

- Learn about health conditions and more with information you can trust
- Find local community support resources
- Connect with popular apps and wearable devices to track your activities and progress
- Organize your personal health and medical history in one place

**It's a one-stop spot where you can find what you need to take charge of your health.**

**Start using Health Connected today. Just sign in to [mycanadalifeatwork.com](https://mycanadalifeatwork.com), go to Resources and select Wellness.**



1-800-957-9777 | [canadalife.com](https://canadalife.com)

Your information is protected and as always, kept confidential. Your personal responses are not made available to Canada Life or your employer. Once a minimum number of assessments are completed, anonymized and aggregated responses may be used at a group level for reporting purposes, to help us and your employer better understand the health of your organization or to implement health and wellness programs.

Health Connected is powered by MediResource, Canada's leading provider of consumer digital health and wellness solutions. Your personal and confidential information is protected in accordance with applicable privacy laws. Incurred by you in relation to the service are your responsibility. Health Connected and the Heart Logo are registered trademarks of MediResource Inc.

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# Consult+ virtual health care service

A virtual health and wellness clinic in your pocket

## Have you heard of Consult+?

It's health care you can get through an app or online. You can meet with doctors, nurses and other health care professionals for non-urgent medical care. Use it anywhere you're comfortable talking through video, phone or chat.

## Consult+ is full of convenient, time-saving features:

- 24/7 access to medical professionals
- Help for non-urgent health conditions
- Prescriptions and refills for most medications
- Access to self-led therapy for mild and moderate depression and anxiety
- Requisitions for lab tests and follow-up test results, when medically needed

## It's secure!

Don't worry – all information on Consult+™ is secure and protected.

## How much does it cost?

You get Consult+ through your group benefits plan and chatting with health care professionals is free. Extra fees may apply to see specialists (e.g., nutrition, mental health, life coaching, etc.). You can pay online and you may be able to claim these fees through your group benefits plan.

## When can you use Consult+?

You can use Consult+ 24/7.

## Create your account now – so it's ready when you need it!

It's easy. Just sign in to [mycanadalifeatwork.com](https://mycanadalifeatwork.com), go to Coverage and balances, select Health and scroll down to Other coverage.

- **Tip:** To create your Consult+ account, you'll need your plan number and member ID. You can find them on your health benefits card. If you don't have them, call us for help at 1-888-222-0775.

1-800-957-9777 | [canadalife.com](https://canadalife.com)

All services provided by Dialogue Health Technologies Inc. are Dialogue's responsibility. Canada Life isn't responsible for the provision of such services, their results or any treatment received or requested in connection therewith. Access to Consult+ services are subject to your acceptance of the terms and conditions (including privacy policies) established by Dialogue.

Canada Life may change or cancel the service or restrict your access to any of the services provided at any time without prior notice and at its sole discretion. Any additional expenses incurred by you in relation to the service are your responsibility.