Desjardins Insurance
LIFE • HEALTH • RETIREMENT

C. P. 3950
Lévis (Québec) G6V 8C6

GROUP INSURANCE - HEALTH CLAIMS

CLAIM FOR HEALTH CARE BENEFITS

Claims processed within 2 business days?
✓ Online and mobile services ✓ Direct deposit
Visit desjardinslifeinsurance.com/planmember to find out more.

IN ORDER FOR US TO PROCESS YOUR CLAIM, PLEASE ANSWER ALL QUESTIONS THAT APPLY TO YOUR SITUATION AND SIGN SECTION I.

A - IDENTIFICATION - MANDATORY SECTION

This information can be found on your insurance certificate or payment card.

Policy or group or contract no.	**Certificate no.**	Name of group or policyholder or employer

Member's last name and first name	Sex	Date of birth
	☐ M ☐ F	YYYY MM DD

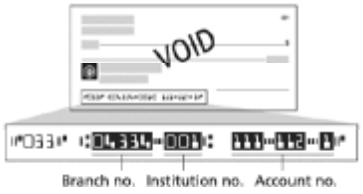
Address - Number, street, apartment	City	Province	Postal code

B - DIRECT DEPOSIT SERVICE

Attach a void cheque or provide your bank information below to sign up for direct deposit.

Transit/branch no.	Institution no.	Account no.

Your email address (mandatory)



Once registered, your reimbursements for healthcare services will be deposited into this bank account. A notification email will be sent once your claims have been processed, and the explanation of benefits will be posted online rather than mailed. You must be registered on the secure site to consult your explanation of benefits. To register, go to desjardinslifeinsurance.com/planmember.

Desjardins Insurance is not responsible for the accuracy of the banking information you enter and for verifying that the due amounts are deposited into your account.

C - COORDINATION OF BENEFITS

If you are covered by more than one insurance plan, the coordination of benefits may entitle you to a reimbursement of up to 100% of your eligible expenses.

HOW TO SUBMIT A CLAIM WHEN THERE ARE TWO INSURERS:

1. The person who has the other insurance coverage must submit a claim to their own insurer first and then provide Desjardins Financial Security Life Assurance Company (DFS), hereinafter Desjardins Insurance, with detailed information about the benefits paid (information found on the explanation of benefits), as well as copies of any receipts.
2. Claims for dependent children must first be submitted under the plan of the parent whose birthday (month and day) comes first in the calendar year.

Last name and first name of person who has the other insurance coverage	Sex	Date of birth
	☐ M ☐ F	YYYY MM DD

Name of insurer	Period of coverage	If the other insurer is Desjardins Insurance:	
☐ Desjardins Insurance ☐ Other	YYYY MM DD YYYY MM DD		
	From To	Contract no.:	Certificate no.:

Type of benefits: ☐ Drugs ☐ Dental care ☐ Medical and paramedical care ☐ Vision care ☐ Travel

Type of coverage: ☐ Individual ☐ Couple ☐ Single-parent ☐ Family

Last name and first name of the dependents covered under this other insurance coverage

D - HEALTH SPENDING ACCOUNT

If you have this benefit, check the option you would like.

I confirm that I am eligible for a reimbursement of the indicated expenses under my Health Spending Account.
I recognize that I am responsible for paying any taxes that may result from the reimbursement of these expenses and that, for tax or administrative purposes, my plan administrator may have access to a statement of expenses for which I claimed a reimbursement under my Health Spending Account.

☐ I do not wish to use my Health Spending Account.

☐ **Ineligible expenses -** I wish to use my Health Spending Account to cover the expenses that are not reimbursed under my group insurance plan.

☐ **Spouse's family coverage -** I wish to use my Health Spending Account for myself and my dependent children to cover the expenses that are not reimbursed under my group insurance plan. I will not submit a claim to my spouse's insurer (coordination of benefits).

IMPORTANT INFORMATION

Attach your original receipts to this form and keep copies for your files. The original copies will not be returned. Your explanation of benefits and the copies of your receipts are sufficient for income tax and coordination of benefit purposes.

Claims MUST BE submitted no later than twelve months after expenses are incurred.

E - INFORMATION ABOUT DEPENDENTS

For the period in which expenses were incurred.

I confirm that the persons designated below fit the definition of spouse and dependent child as specified in the contract under which this claim has been submitted.
Use one line per person.

CHILDREN AGED 18 AND OVER OR 21 AND OVER (depending on the policy)
If your child has a functional impairment, please provide us with a medical certificate confirming your child's disability.

Last name and first name	Relation	Sex	Date of birth	Full-time student or has a functional impairment	Name of educational institution attended
	☐ Spouse ☐ Child	☐ M ☐ F	YYYY MM DD	☐ F. time Student YYYY MM DD ☐ Funct. Imp. YYYY MM DD From To	
	☐ Spouse ☐ Child	☐ M ☐ F	YYYY MM DD	☐ F. time Student YYYY MM DD ☐ Funct. Imp. YYYY MM DD From To	
	☐ Spouse ☐ Child	☐ M ☐ F	YYYY MM DD	☐ F. time Student YYYY MM DD ☐ Funct. Imp. YYYY MM DD From To	

In the case of a change of spouse, please indicate:

☐ Start date of cohabitation: YYYY MM DD OR ☐ Date of marriage: YYYY MM DD

Child born of this union? ☐ No ☐ Yes → Date of birth: YYYY MM DD

F - INFORMATION ABOUT THE CLAIM

Is the claim the result of:

- Work injury? ☐ Yes ☐ No
- Motor vehicle accident? ☐ Yes ☐ No

If yes: Please note that the claim must first be submitted under your provincial workers' compensation plan or automobile insurance plan (if applicable in your province) before being submitted to your group plan.

Name of injured person: Date of accident: YYYY MM DD

G - OUT-OF-PROVINCE EXPENSES

Please include the original receipt itemizing all of your out-of-province expenses.

Length of trip: From: YYYY MM DD To: YYYY MM DD Destination: _____ Amount claimed: $ _____

Reason for trip: ☐ Pleasure ☐ Business ☐ Receive care (please ensure that this type of trip is covered by your policy)

Note – This is not a travel insurance form. Visit desjardinslifeinsurance.com/travel-claim to find the correct form.

H - PERSONAL INFORMATION MANAGEMENT

Desjardins Insurance handles the personal information it has on you in a confidential manner. Desjardins Insurance keeps this information on file so that you may benefit from group insurance services offered by the Company. This information is consulted solely by Desjardins Insurance employees who need to do so in the course of their work. Desjardins Insurance may compile anonymized personal information for statistical and informational purposes. Desjardins Insurance may also communicate with plan members to provide them with optimal health management. You have the right to consult your file. You may also have information corrected if you demonstrate that it is inaccurate, incomplete, ambiguous or not useful. To do so, you must send a written request to the following address: Privacy Officer, Desjardins Insurance, 200, rue des Commandeurs, Lévis, Québec, G6V 6R2. Desjardins Insurance may use the client list to offer its clients an insurance product following the termination of their group insurance. If you do not wish to receive these offers, you may have your name removed from the list. To do so, you must send a written request to the Privacy Officer at Desjardins Insurance.

I - DECLARATION AND AUTHORIZATION FOR THE COLLECTION AND COMMUNICATION OF PERSONAL INFORMATION

All the information I have provided on the claim form is accurate and complete. I acknowledge having read the Personal Information Management section. I authorize Desjardins Insurance, strictly for the purposes of managing my file and settling this claim to:

a) collect from any person or legal entity, or from any public or parapublic organization, only the information deemed necessary to manage my file. The non-exhaustive list of sources from which information may be collected includes health care professionals or facilities, insurance companies;
b) communicate to the said persons or organizations only the personal information about me that is deemed necessary for the purposes of my file;
c) when necessary use the personal information it may have about me in existing files that are now closed.

This authorization is also valid for the collection, use and communication of personal information concerning my dependents, insofar as applicable to the claim. A photocopy of this authorization is as valid as the original.

Signature of the member _____ **Date** _____

Telephone nos: Home: ( ) - Office: ( ) - Extension: