

# Provider submitted claims



## Submitting claims just got faster and easier

### Canadians expect to get things done online

A whopping 93% of Canadians enjoy Internet access. We're a world leader when it comes to proportion of population online—Canada ranks 21, ahead of our neighbours to the south, at 34<sup>1</sup>.



### With provider submitted claims, submitting claims just got faster and easier

Plan members can ask their providers to submit claims for them, while they are at the clinic. Claims are usually adjudicated in real time, so instead of paying the whole cost and waiting to be reimbursed, plan members pay only what's not covered by the plan. Or if they pay the full amount, real time adjudication means the money is usually back in members' bank accounts in 24 hours.

We cover the most frequently used providers. The following service providers are eligible to submit claims to Empire Life on behalf of plan members.

- Massage therapists
- Chiropractors
- Physiotherapists
- Vision care providers (this includes opticians, optometrists, and ophthalmologists)



### Fraud prevention is important

Providers must be registered with providerConnect, to use this service.

If you have questions, call the Customer Service Unit at 1 800 267-0215 or email [group.csu@empire.ca](mailto:group.csu@empire.ca)

<sup>1</sup> [https://data.worldbank.org/indicator/IT.NET.USER.ZS?most\\_recent\\_value\\_desc=true](https://data.worldbank.org/indicator/IT.NET.USER.ZS?most_recent_value_desc=true)

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