Empire Life
New mobile solution to manage your benefits
Employee Q&A

Access to benefits just got easier for employees on the go

How do I access my benefits from a mobile device?

There are two easy options to access your benefits:

- Go to benefitsmobile.empire.ca on your mobile device and enter your plan member website user name and password, or
- Go to the Empire Life home page (empire.ca), and choose "Group Plan Members" from the Sign In list at the bottom right corner

Can I save an Empire Life icon to my Home Screen for easy access?

Yes, to save the icon:

- Go to benefitsmobile.empire.ca on your mobile device
- Select "Share" button in your browser
- Select "Save to the Home Screen" from options

Will I be able to access from any mobile device?

Yes, our mobile solution is optimized for easy access from any mobile device (smartphones, tablets, iPods, etc).

What can I do using the new mobile solution?

- Submit an eClaim — Drug, Paramedical, Vision, Dental, Healthcare Spending Account, and Incidental Health Expense (if available under your plan)
- Enter a new provider
- Submit eClaim receipts on your mobile device by using the camera function or uploading a photo from your device's photo library
- View and update your banking information
- Access a mobile version of your benefit card and save as an image to your device's photo library
- Save your benefit card to a digital wallet (like Apple Wallet)

How do I know the information I am viewing is current and up to date?

You know you are accessing the most current information and system functionality because you are directly connected to our plan member website. Any updates you make to your personal information here are immediately reflected in our systems.

What type of claims can I submit using the new mobile solution?

You can submit anything you would normally submit through eClaims on our plan member website, including:

- Paramedical, vision, and dental claims
- Drug claims
- Healthcare Spending Account (HCSA) and Incidental Health Expense (IHE) claims, if your plan has these benefits

How can I save an image of my benefit card to my mobile device?

You can save an image of your benefit card to your device's photo library by pressing and holding the benefit card image and selecting "Save Image" from the pop-up options. Alternatively, you can take a screenshot of the benefit card while the image is on your screen when in benefitsmobile.empire.ca to save it to your photos.

What is Apple wallet? What can I store there?

With this mobile solution you will be able to store your benefit card in the Apple Wallet app on your iPhone or iPod touch. Here, you can also keep your credit and debit cards, and store flight boarding passes, movie tickets, coupons, rewards cards and more, all in one place.

I don't have an iPhone — how can I save my benefit card to my phone?

Similar to Apple Wallet, there are a number of app alternatives for Android-based mobile devices available through the Google Play store. Or, you can follow the steps above on "How can I save an image of my benefit card to my mobile device". This approach saves your card to your photo library and does not depend on a separate app.

How do I submit an eClaim using the new mobile solution?

1. Login using one of the easy options above — see "How do I access my benefits from a mobile device"
2. Select "Enter an eClaim"
3. Fill in the required information — just follow the same steps you would as if you were submitting an eClaim online via your desktop
4. Keep your original receipts in a safe place for one year, in case the claim is selected for review

What do I do with my receipts?

You must keep your original receipts in a safe place for one year and send them to Empire Life if requested. Empire Life has a robust review and audit system. Managing claims fraud and abuse is important so we can ensure our benefit plans are affordable and sustainable. We could ask you to send us your receipts up to one year after you have submitted a claim, so please be sure to file them in a place where you can find them easily.

How do I "take a picture" to submit my receipts using the mobile solution (if my claim has been flagged for review)?

- Select "Submit eClaims Receipts" from the main menu
- Select the claim for which you would like to submit receipts. Only claims selected for review will appear here. We only need receipts for claims flagged for review
- Once you select a claim, the next page provides detailed information on all the different ways you can submit receipts for your claim (eg. how to email, fax, mail, etc receipts)
- Select the option called "Take Picture / Upload With Mobile Device"
- Select "Take Photo" and choose from the multiple options, such as taking a new photo using your device's camera, uploading a photo from your device's photo library, and importing a photo from various cloud storage apps you have installed on your phone (eg. iCloud Drive, Google Drive, OneDrive, Dropbox, etc)

How do I know that my personal information is protected?

Our secure website has built in security features that safeguard your personal information. Only registered plan members can file claims online. As with everything we do, we follow Canada's privacy laws. We are committed to protecting your personal information.

Where can I go for help?

You can always call the Customer Service Unit at **1-800-267-0215** or email **group.csu@empire.ca**.

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www.empire.ca   info@empire.ca