



GREAT News...Submit ALL Claims online!

Health Association Nova Scotia Health Plan members can submit all claims online, including receipts!

Submit Claims Online!

Manulife created a new option in the drop-down menu for online and mobile claims. Now plan members can select “Other” to submit claims for:

- medical equipment and supplies
- hospital expenses
- ambulance expenses
- diagnostic fees
- emergency expenses from outside their province
- AND expenses from any healthcare service provider not listed

Upload receipts!

For those times when receipts are required, members can now conveniently include them with their claim.

They can scan and upload receipts when they submit online, OR take a picture and attach it with [Manulife Mobile](#).

For vision claims (excluding eye exams), you still need to complete a Vision Care Claim Form #51 and include receipts. As noted above, you can now upload the form and receipts.

We continue to work with Manulife to find ways to improve the claims process!

If you have questions, you can contact the Manulife Customer Service Centre toll-free at 1-855-626-4267.

Health Plan members must be registered on the Manulife Plan Member Secure Site to access all online options available.

If you have yet to register:

- Go to manulife.ca/planmember click “Login/register” and you’ll be directed to the site access page.
- On the site access page, click on “register” and provide the required information.
- Submit the completed information and follow the directions on the page.
- For eClaims and provider electronic submit, you must sign up for direct deposit. Please have your banking information ready.

If you have questions about your benefits, please talk to your Benefits Administrator. You can also call Health Association Nova Scotia at 1-866-886-7246.

Visit www.healthassociation.ns.ca/benefits