



SERVING MEMBERS ONLINE

September 9, 2020

Insurance & Investments
Simple. Fast. Easy.®

For Advisor and Plan Sponsor Use Only - Not for Public Distribution





- Consumers**
 - > Life Insurance & Investment Customer Login
 - > Investor Online Access
- Group Benefits**
 - > Group Plan Member Login
 - > Group Plan Administrator Login
- Advisors**
 - > Retail Advisor Login
 - > Group Plan Advisor Login

Submit a Group Benefits eClaim | Investor Online Account Access | Find a Form



www.empire.ca

Empire Life Plan Member Services

Register Now



Français

login

[switch to mobile version](#)

Forgot Password?

Version: 3.4.9
Need help?
Call 1-800-267-0215
or Email group.csu@empire.ca

Struggling with a mental health issue?
Mental Health Navigator can help

Watch video



Access is restricted to authorized users only in accordance with the Empire Life Information Systems Security and Acceptable Use policies. This system may be subject to monitoring by Information Systems and Technology. Unauthorized use of this system is prohibited and may be subject to civil and/or criminal penalties.

[Register Now](#)

[Need help registering?](#)

[Forms Library](#)

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GROUP PLAN MEMBER ONLINE SERVICES

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For Your Dentist

Access to benefits just got easier for employees on the go

We are pleased to announce a plan member mobile solution where access to benefits just got easier for employees on the go. That's because, you can manage your benefit plan from any mobile device. And, because you are directly connected to our plan member website, you are working with the most current information and functionality every time.

Gives you direct access so you can:

- Submit eClaims--Drug, Paramedical, Vision, Dental, Healthcare Spending Account, and Incidental Health Expense*
- 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)

Connect 24/7--two easy options

- You can go to benefitsmobile.empire.ca and enter your plan member website username and password, or
- Go to the Empire Life home page (www.empire.ca), and choose "Group Plan Members" from the Sign In list at the bottom right corner.

*For easy access, add the Empire Life icon to your mobile home screen

*Only available to employees who have eClaims

Learn more

[Flyer \(.pdf\)](#)
[Employee Q&A \(.pdf\)](#)

Updated Paramedical Reasonable and Customary (R&C) Limits

Effective July 1, 2016, please be advised that Empire Life will be updating our reasonable and customary (R&C) limits for paramedical services, ie: massage, chiropractor, etc.

As a result, claims for these services may be reimbursed at a lower amount than previously.

Learn more

- [Plan Member Bulletin](#)
- [Health Practitioner Credentials and Requirements](#)

NEWS YOU CAN USE...

- latest news
- videos
- contests

[Find out more >](#)



Welcome to the [Introduction Page](#).
To navigate through the site just click on the menu selections

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Online Claim Submission



GETTING STARTED

SERVICE INFORMATION

PROVIDER

EXPENSE DETAILS

PAYMENT DETAILS

SUMMARY & CONSENT

CONFIRMATION

Please confirm your member information and identify the service.

Values marked with a * are required.

My Information:

Update

Name:

Date Of Birth:

Phone Number:

Province Of Residence: *

Unit:

Address: *

City: *

Postal Code: *

Email Address: *

What type of service is the claim for?

Acupuncture

Massage

Dental Orthodontics

Chiropractor

Naturopathy

Drugs

Dental

Physiotherapy/Athletic Therapy

Other:

- If the service is not listed above, please complete and submit a paper claim form with receipts for paid services and any supporting documentation. Fax or mail it to us. Click [here](#) for claim form.
- Please note: Your Policy may not include all of the services listed above.

Cancel Claim

Next

The [Enter an eClaim](#) links you to the eClaim registration page

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Online Claim Submission

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Please answer the following questions about the service for which you are making a claim.

Was the service received in the province you live in? Yes No

Was the service required because of a work accident? Yes No

Who received the service?

A family member:

Cancel Claim

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Policy: _____ Division: _____ Certificate: _____



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Online Claim Submission

GETTING STARTED SPENDING ACCOUNT SERVICE INFORMATION PROVIDER **EXPENSE DETAILS** PAYMENT DETAILS SUMMARY & CONSENT CONFIRMATION

Enter Claim Expense Details

Service Type:

Patient:

(Wrong Person? Click here to change)

Provider:

Service Date <i>i</i>	Service Item <i>i</i>	Amount	
<input type="text"/>	Treatment or Initial Visit <input type="button" value="v"/>	<input type="text"/>	Remove

Total Claimed Amount: **\$0.00**

Add a Line

- You must keep the original claim payment receipt(s) and any supporting document(s) such as a referral letter for 12 months following the date of your online claim submission(s).
- We may request the original claim payment receipt(s) to check the accuracy of the information you have provided or to conduct a random review.

Cancel Claim

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Claim Activity and Balances

Your choices are outlined below, select one and click Submit.

To see paid amounts and remaining balances select a Patient and a benefit.

Patient

Benefit

To see the Explanation of Benefit (EOB) for a specific claim enter the claim ID.
e.g. EMPL01012013-1000

Claim ID

To see pending claims and estimates for all Patients and benefits.

To see a summary of processed claims select a period*, a benefit and a Patient.

Period

Benefit

Patient

Tax reports

To print a summary of the amount not reimbursed by Empire Life for tax reporting purposes, enter the dates below.

From:

To:

You will need to ensure the Total* is correct before submitting on your tax return.
For eligibility of procedures please verify on Canada Revenue Website at www.cra-arc.gc.ca.

To review the details of the processed claims from appropriate explanation of benefits:

1. go 'to see a summary of processed claims' and
2. select the 'Period', the 'Benefit', and the 'Patient', click submit
3. click on any Claim ID to see the Explanation of Benefits

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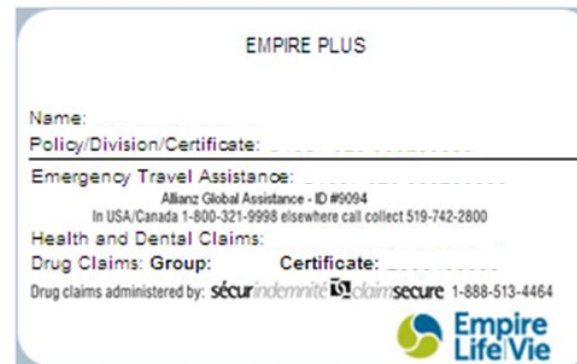
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For Your Dentist



Replacement Cards


Lost your Wallet Card?

To view or print your Wallet Card, click on the name below.



EMPIRE PLUS

Name: _____
Policy/Division/Certificate: _____
Emergency Travel Assistance: _____
Allanz Global Assistance - ID #9094
In USA/Canada 1-800-321-9998 elsewhere call collect 519-742-2800
Health and Dental Claims:
Drug Claims: Group: _____ Certificate: _____
Drug claims administered by:   1-888-513-4464



The information on this wallet card may be required in order for claims to be paid. Write down the number on the card OR print this card and carry it with you. Ensure the information is readily accessible to you and your eligible dependants.

The [Replacement Card](#) link provides an option to view or print your wallet card.



Customer Service 1-800-267-0215



Group: Division Certificate:

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PERSONAL INFORMATION AND BENEFIT SUMMARY

for
of
EMPIRE PLUS

Group: Division: Certificate:

This is a summary of your Group Life & Health Benefits. For further details of deductible, maximums and other specifics, please refer to your Employee Booklet or call 1-800-267-0215.

Employee Information: Date of Birth Gender Residence Occupation

Female ON

Compensation: Salary(\$)

Hours/Week

Benefit	Current Coverage(\$)	Coverage Type	Effective Date	Additional Amount Available with Approved Evidence
Life			17 Sep 2012	
Accidental Death & Dismemberment			17 Sep 2012	
Dependant Life			01 Apr 2008	
Vital Assist			01 Jan 2011	
Long Term Disability			17 Sep 2012	
Extended Health		Family	01 Apr 2008	
Dental		Family	01 Apr 2008	

The out of province Travel Emergency Assistance Program is administered by Allianz Global Assistance (formerly known as Mondial Assistance). In case of Travel Emergency, in USA and Canada call 1-800-321-9998. Elsewhere call collect 519-742-2800.

Drugs are administered by ClaimSecure. For Drug claims, please provide your pharmacist with Group # 011135 and ClaimSecure member ID E000435005. For drug claim service call 1-888-513-4464.

For Dental claims, please provide your dental provider with Group #G1037 Division #020 and certificate #000200550.

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Find A Provider

Search for providers below

Patient

Hint: To locate a specific provider search using the Provider's Phone Number, Name, Address or City (e.g. 9055551234, Steve, King St, Toronto)

Search

To find all eligible providers in your area search using only Postal Code

Important Information:

- The providers displayed are based on your search criteria and may not reflect all providers available.
- The listing of providers is updated regularly. If a provider is not displayed, you may still submit a claim for review. Using a provider in the listing does not guarantee your claim will be approved. Reimbursement of claims is subject to the terms of your group benefits plan.
- Please ensure supporting documentation regarding your provider and receipts for your claim are available if requested by Empire Life.
- Empire Life does not endorse providers and does not recommend any provider over another. The listing of providers is for general information purposes only. Empire Life assumes no responsibility for any reliance or decisions made based on the listing.
- Please call our customer service team at 1 800 267-0215 before incurring expenses if you want additional guidelines whether services or supplies from your provider can be eligible for reimbursement

Click on the **Find a Provider** link to find a provider with the required credentials



Group: Division: Certificate:

Customer Service 1-800-267-0215



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DENTAL SUMMARY

for

of

EMPIRE PLUS

Group: Division: Certificate:

This is a summary of your Dental Benefits and has been prepared in order to give you an informal summary of the benefits and provisions of your Plan. It does not constitute the group Policy and is not a contract of insurance, nor does it confer or grant any contractual or other rights. All rights under this Plan will be governed solely by the provisions of the master Policy and by applicable law.

Predeterminations are recommended for procedures exceeding \$300.00 and for eligibility

Coverage Type:	Family
Basic Restorative	80% coinsurance
Major Restorative	80% coinsurance
Orthodontics	50% coinsurance
Periodontics/Endodontics	80% coinsurance

Deductible (per benefit period)

The [For Your Dentist](#) link displays a personalized Dental Summary outline your coverage



Introducing a new mobile solution—where access to your benefits just got easier

- Submit eClaims from your mobile device—anytime, anywhere*
- Enter a new provider*
- Submit eClaim receipts from your mobile device using the camera function or by uploading an image from your photo library*
- View and update your banking information*
- Access a mobile version of your benefit card and save as an image to your photo library, or
- Save your benefit card to a digital wallet (like Apple Wallet)

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2. Go to the Empire Life home page (www.empire.ca), and choose “Group Plan Members” from the Sign In list at the bottom right corner

For easy access, add the Empire Life icon to your mobile home screen



benefitsmobile.empire.ca

Fast. Simple. Easy. Try it out today!

To learn more, check out the Q&A and Flyer on the plan member website, call the Empire Life Customer Service Unit at 1 800 267-0215, or email group.csu@empire.ca

*Only available to employees with eClaims

Provider submitted claims



Provider submitted claims

Making it easier to claim for the most popular paramedicals and vision care services

- The most frequently used providers:
 - Massage therapists
 - Chiropractors
 - Physiotherapists
 - Opticians
 - Optometrists
 - Ophthalmologists