

Manulife

Provider eClaims

Electronic claims solution lets your health care providers submit claims for you

We know you want fast and convenient service. Provider eClaims simplifies the claims experience for you by allowing health care providers to submit your claims to Manulife right from their office.

The following providers are able to submit claims on your behalf. Check your plan details to see which ones are covered under your group benefits plan.

- Physiotherapists, chiropractors, opticians and optometrists in all provinces; plus
- Massage therapists, chiropodists, podiatrists, psychologists, counsellors/ clinical counsellors, dietitians, speech therapists, social workers, occupational therapists, psychotherapists, osteopaths, physiotherapy technologists, naturopathic doctors and acupuncturists who are provincially regulated, or are members of a professional association equivalent to the role of a provincial regulator.

How does it work?

- Claims are typically adjudicated while you are still in the provider's office, so in most situations, you'll know right away how much is covered by your plan.
- In many instances, you only have to pay the provider what the plan doesn't cover for approved claims. Manulife then pays the balance directly to the provider. In other instances, you pay the entire amount of the claim and reimbursement for the covered portion will be automatically deposited into your bank account.
- It is an entirely digital experience, eliminating the need to submit paper claim forms, and delivering electronic payment and statements.
- There is no change to the way in which claims are adjudicated. All claims submitted by providers are still adjudicated through Manulife's claims system.

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