



How to make an online claim

1

Log in to My Client Space via desktop or by using the iA Mobile app.

The guide shows how to make a claim through My Client Space, however the same steps apply for the iA mobile app. The screens simply look slightly different.

2

Select *Make a claim* from the dashboard banner or the left-hand menu.

The screenshot shows the iA My Client Space interface. At the top left is the iA Financial Group logo and 'My Client Space'. At the top right is the language 'Français'. Below the header is a navigation bar with 'Home' and 'Your products'. On the left is a sidebar menu under 'GROUP INSURANCE' with options: Overview (selected), Your coverage, Make a claim, Life events, Your claims, Provider search, Insured information, Beneficiaries, and Direct deposit and notification. The main content area features a 'Welcome' banner with a woman's image and a 'MAKE A CLAIM' button. Below this is a section titled 'Your last claims' with a table header: Expense date, Benefit, Status, Insured, Submitted, Paid. The table content shows 'No claims found' and a link 'All your claims >'.

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Select the insured person for whom the claim is for and the type of benefit.

If you have single coverage, only your name will be listed.

If you have family coverage, your name will be listed along with all your dependents.

If the dependent for whom you are making a claim is covered under another insurance plan, you must follow the coordination of benefits rules and first submit to the primary carrier.

Select whether your claim is for paramedical services, medical appliances and expenses, vision care, dental care, prescription drugs or spending account.

Spending account: If your plan has a Health spending account, the amount available will be shown. A message will appear if you have reached your maximum amount for the current period.

The screenshot displays the 'BENEFITS' selection interface. At the top left is the 'iA Financial Group' logo. A blue header bar contains a close button (X). The main content area is titled 'BENEFITS' and includes a section for 'Insured' with three buttons: 'Insured 1' (selected), 'Insured 2', and 'Insured 3'. Below this is a 'Benefits' section with a note: '*Note that some services and expenses may not be covered under your plan.' There are seven buttons for benefit types: 'Paramedical services', 'Medical appliances and expenses' (selected), 'Vision care', 'Dental care', 'Prescription drugs', and 'Spending account'. The 'Spending account' section shows 'Account balance: \$0.00' and two explanatory paragraphs. A red-bordered error box at the bottom contains a red 'X' icon and the text: 'You cannot make a claim because you have reached your maximum reimbursement amount for the current period.' At the bottom of the form are 'Back' and 'Next' buttons.

Medical appliances and expenses: If your type of claim does not fit into one listed, you can select *Unlisted charges*.

Note that some services and expenses may not be covered under your plan. To ensure you are covered, always check your booklet (available in the *Documents and forms* section in My Client Space).

BENEFITS

Insured

Insured 1 | Insured 2 | Insured 3

Benefits

**Note that some services and expenses may not be covered under your plan.*

Paramedical services | **Medical appliances and expenses** | Vision care | Dental care

Prescription drugs | Spending account

- Ambulance transportation
- Appliance and diabetic supplies
- Blood pressure monitors
- Compression stockings
- Foot orthotics
- Hearing aids and related devices
- Intrauterine devices
- Laboratory samplings and analysis
- Magnetic resonance imaging (MRI)
- Medical forms
- Neurostimulators transcutanés (TENS)
- Orthopedic appliances - arms
- Orthopedic appliances - back
- Orthopedic appliances - head
- Orthopedic appliances - legs
- Orthopedic shoes
- Oostomy supplies
- Radiology (other than MRI)
- Sclerosing injections
- Sleep apnea equipment
- Ultrasounds
- Walking aids
- Unlisted charges

Back | Next

Dental care: Before incurring a large expense, you can submit a predetermination (prior assessment) to see what you are eligible for. An estimation of your reimbursement will be provided to you.

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Follow the steps depending on the type of claim you selected.

You may be required to attach relevant documents, receipts, doctors' referrals, etc.

ATTACH YOUR DOCUMENTS

To process your claim, please ensure that your receipt includes:

- Insured's full name
- Amount
- Date
- Expense type

If a doctor's recommendation or any other document was issued, please attach to your claim.

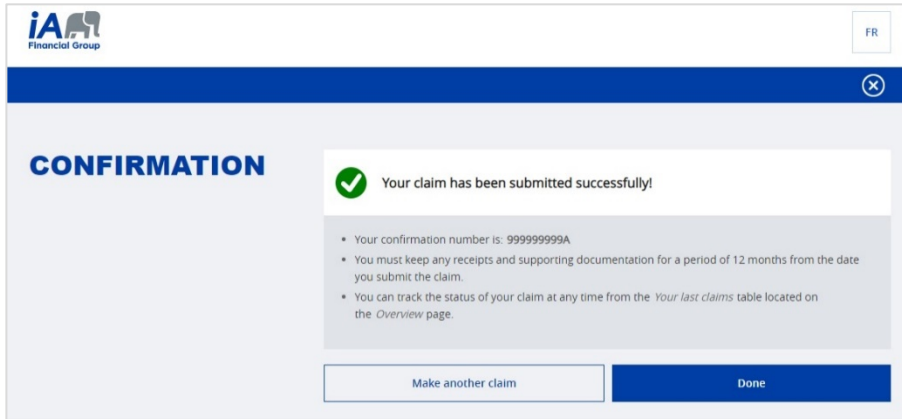
Upload a document | Maximum size for all files: 50 MB | Accepted file formats: .jpg, .jpeg, .pdf, .png

or drag and drop files here

Back | Next

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Submit the claim. A confirmation will appear on the screen.



The claim will then appear in your list of recent claims and you can check on its status in My Client Space or on the iA Mobile app.

Please note that you must keep any receipts and supporting documentation for a period of 12 months from the date you submitted the claim.

INVESTED IN YOU.

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