

CONTACTS

EMPLOYEES / MEMBERS

1-888-513-4464

SERVICE ENQUIRIES

Claims
Eligibility
Claim Payment Details

Monday to Friday 7:00 a.m. - 11:00 p.m. EST

General Fax: (705) 673-5968
Accounting Fax: (705) 673-6286

Mailing Address:
P.O. Box 6500, Station A
Sudbury, Ontario. P3A 5N5

PLAN ADMINISTRATORS / TPA'S

1-888-479-7587 or (905) 949-2322

SERVICE ENQUIRIES

Plan Changes
Exceptions
Implementation / Set-up
Invoicing / Billing

Monday to Friday 8:30 a.m. - 5:00 p.m. EST

General Fax: (905) 949-3029

Primary Mailing Address:
1 City Centre Drive, Suite 620
Mississauga (Ontario), Canada
L5B 1M2

SALES ENQUIRIES

Response to Proposals
Rates
New Business
Contracts

CLINICAL ENQUIRIES

Special Authorization
Formulary Management
Employee Health Programs

OUT OF COUNTRY

1-877-566-8276

EMERGENCY NUMBERS

Program Powered by Expert Travel Financial Security (E.T.F.S.) inc.

Canada/US: 1-877-566-8276
Collect Call: (819) 566-8276

PREFERRED PROVIDER - VISION

www.claimsecure.com

Refer to our website for the participating practitioners and locations under our *Products and Services* link

STANDARDS

TELEPHONE CALLS



Returned within 24 hours

WRITTEN / E-MAIL CORRESPONDENCE



Acknowledgement of receipt with estimated response date within 24 hours



Written response (if required) within 3 business days

CLIENT CONTACT



As per Agreement

NEW GROUP PLAN SET-UP*



Drug Only programs are set up within 10 business days



Health and Dental programs are set up within 21 business days

ELIGIBILITY DATA UPDATES



Electronic updates within 24 hours



Paper updates within 2 business days of receipt

PLAN CHANGES



Completed within 10 business days

CARD REPLACEMENT



Mailed within 3 business days

CLAIMS TURNAROUND



Drug/Dental/EHB
Maximum 5 business days



Dental Major Claims/Pre-Determinations
Maximum 10 business days

*Note:

- Upon receipt of fully completed Master Application; eligibility data and required deposits prior to effective date
- Electronic Data in accordance with ClaimSecure specifications
- Larger, more complex plans may require a full implementation timeline project.



Contacts & Standards

Balance
Flexibility
Empowerment
Innovation
Support