



## **Update - June 15<sup>th</sup>, 2011 Postal Strike**

Canada Post has locked out its 50,000 workers overnight and the following is the action plan ClaimSecure has implemented.

### **CLAIMS SUBMISSION AND PAYMENTS: ClaimSecure will accept claim forms (with receipts):**

1. Via Fax – 1-866-639-4958
2. Via e-mail – Please scan your claim forms and corresponding receipts and submit via e-mail to [claims@claimsecure.com](mailto:claims@claimsecure.com)

**IMPORTANT NOTE:** During the strike, cheques for processed claims will be held in our Sudbury Operations Centre until normal postal services resume. This is a perfect opportunity to encourage your members to sign up through the ClaimSecure website for Direct Deposit. For instructions to sign up for Direct Deposit, please go to our website – [www.claimsecure.com](http://www.claimsecure.com) and register in the bottom right hand box on the ClaimSecure home page. Please note that a valid e-mail address is required for this service.

### **NEW AND REPLACEMENT BENEFIT I.D. CARDS**

These cards will be held in our Sudbury Operations Centre until normal postal services resume. If a new member requires any health services, please provide them with their ClaimSecure Group # and Certificate # - it's all they need to submit a Drug, Dental or Extended Health Care claim.

### **SPECIAL AUTHORIZATION**

Please either fax or e-mail applications as follows:

Fax: 905-949-3029 - Attention: Special Authorization  
e-mail: [s.authorization@claimsecure.com](mailto:s.authorization@claimsecure.com)  
All responses will be communicated by telephone or email

### **INVOICES**

We will continue to e-mail our ClaimSecure Invoices. For payment - If you are reimbursing ClaimSecure via mailed cheque, we ask that you either make arrangements with your bank to pay us electronically or to enroll in our secure EFT system. Please contact Carrie Hechler in our Finance Department at 1-888-513-4464 ext. 2591 to make the necessary arrangements.

**Again, to ensure that your members continue to receive claim payments during the postal interruption, please encourage them to sign up for Direct Deposit.**

June 15, 2011

