



**TO OUR VALUED CLIENTS:**

**MEMBER eCLAIMS ARRIVES AT CLAIMSECURE  
ON SEPTEMBER 19, 2011**

ClaimSecure is extremely pleased to announce the introduction of Member eClaims on September 19, 2011.

**What is Member eClaims?**

Member eClaims is a web-based claims submission service available through eProfile™, that enables plan members to electronically transmit eligible Drug, Dental, Extended Health Care and Health Service Spending Account (HSSA) claims from the convenience of their own home.

Member eClaims submissions will continue to be subject to all adjudication rules currently in place. This service is being provided at no charge and is accessible to all plan members who have enrolled in our direct deposit service.

Drug and Dental claims previously being transmitted directly to ClaimSecure by the dentist or pharmacy are unaffected by this enhancement. There are times when it may be necessary to submit a paper claim for these claim types and Member eClaims can be utilized in those situations.

**What Claims Can Be Submitted Using This Service?**

<b>Real time Claims:</b>	<b>Non-Real time Claims:</b>
Drug Dental Acupuncture Chiropractor HSSA Massage Therapy Naturopath Physiotherapy Podiatry/Chiroprody Speech Therapy Psychology Vision Care X-Rays	All Other Paramedicals Appliances Hearing Aids Hospital Nursing Transportation Wellness





ClaimSecure  
eNews

Have a question  
concerning this bulletin?  
Please contact your  
Client Service Associate at:  
**1-888-479-7587**

The system has been developed to effectively manage potential fraud and abuse. All Member eClaims are subject to an additional number of checks and edits prior to the claim entering our core adjudication system. A couple of these safeguards include:

1. Restrictions on Dollar maximums by benefit type
2. Audit frequency per benefit type (1 in 7 submitted claims)

### **Why Would My Members Elect Member eClaims?**

It is easy to use and convenient - No more postage stamps and envelopes – They would save time, money and the environment.

### **IMPORTANT INFORMATION . . . For You and Your Members**

To assist you in communicating this valuable service to your members, we took the liberty of developing two announcements, formatted with your members in mind (see e-mail attachments).

**PLEASE NOTE:** eClaims will provide your members with a more effective way to submit their claims. With the implementation of our eClaims service and the resolution of the postal strike, effective September 19<sup>th</sup>, 2011 ClaimSecure **will no longer** accept claims via the fax # or e-mail address that were set up for claims handling during the postal strike.

If you have any questions regarding this exciting service, please do not hesitate to contact your Client Service Associate at 1-888-479-7587.

August 29, 2011  
att'd.



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