

Plan Administrator Guide

FAQ

Eligibility Management

The Eligibility Management Department processes and updates initial eligibility as well as ongoing additions, changes and terminations.

How do I enroll a new employee or make changes to an existing employee?

Employee information can be transmitted to ClaimSecure via an electronic file or through our online eligibility site (Client eProfile™). Manual enrolment forms can also be submitted and can be found on our website www.claimsecure.com under the Forms tab.

How do I arrange to send employee information via an electronic file?

Please contact your Account Manager to guide you through this process.

How do I obtain access to the online eligibility site (Client eProfile™)?

Please contact your Account Manager to arrange access.

When will changes made through Client eProfile™ be in effect for my employee?

All web updates are immediate and in real-time.

Where do I send manual enrollment forms?

Manual enrollment forms may be scanned and submitted to eligibilityupdates@claimsecure.com or mailed to PO BOX 6500 Station A Sudbury, ON P3A 5N5. If you are emailing the enrollment form, please retain the original.

If I send eligibility via an electronic file am I able to have permission to update via Client eProfile™?

This is strongly discouraged due to potential timing errors with updates. Please contact your Account Manager for more information.

How long does it take to get a new card for my employee(s)?

Cards are mailed out within three (3) business days of the original request.

What triggers a new card to be produced?

Benefit cards are produced when a new employee is enrolled or changes are made to their single family status. Employees will receive one (1) card for single coverage and two (2) cards for family coverage, cards will also be produced for overage dependents. For reinstated employees a new card will only be generated when reinstatement occurs after a six (6) month period.

How do I request a replacement card?

Cards can be requested by emailing eligibilityupdates@claimsecure.com. Employees can also access their group and certificate number from their eCard available through their employee eProfile™.

If you have any additional questions regarding employee eligibility please contact us at eligibilityupdates@claimsecure.com.

Financial Administration

Our Finance Department is responsible for invoicing all claims and administration fees for your employee benefit program.

Who should I contact if I have questions about:

- * our invoice?
- * our banking information?
- * our account balance?
- * our payment information?

Please direct your questions to finance@claimsecure.com.

Plan Design

Your employee benefit program may be amended or customized to meet your needs. Any questions can be directed to your Account Manager.

What needs to be submitted to ClaimSecure in order to make a change to our employee benefit program?

Send an email to your Account Manager outlining the required plan change(s), including the effective date of change.

How long does it take to complete a plan change?

The amendment process takes up to ten (10) business days.

Claims Administration

The Claims Department is responsible for processing all submitted drug, extended health, dental, and health service spending account claims. This department is also responsible for answering employee and plan administrator inquiries.

Who do I contact to determine if an item or service is covered for one of my employees?

Please contact our Customer Response Department.

How can I obtain details regarding a specific claim for one of my employees?

Please contact our Customer Response Department. Information provided may be limited in accordance with privacy legislation.

How do I contact your Customer Response Department?

Please call 1-888-513-4464, Monday to Friday from 7 am to 11 pm EST or you may email your inquiry to service@claimsecure.com.

How do my employees submit a claim?

Claims may be submitted by mail, fax, or online (eClaims) via their eProfile™ account.
Mail: PO BOX 6500 Station A Sudbury, ON P3A 5N5
Fax: 1-866-613-0530

What is the turnaround time for claims payment?

ClaimSecure standard for processing claims and issuing payment is a maximum of five (5) business days.



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