

# E-CLAIMS GUIDE

Please allow 6-8 weeks from the beginning of term for the plan to be activated. During this blackout period you will not be able to make claims, so be sure to keep all of your receipts. If you are unsure about your eligibility, please contact the NAITSA Service Hub in room E131, [studentplans@nait.ca](mailto:studentplans@nait.ca) or call 780-471-7730.

## STEPS FOR SUBMITTING ONLINE CLAIMS:

1

[Groupnet.greatwestlife.com](http://Groupnet.greatwestlife.com) ---> New User

Fill in your personal information: Plan # is 330823, ID# is your NAIT Student ID number.

2

You will need your banking information in the form of a direct deposit form or a void cheque in order to complete online claims. Please allow a few business days for Great West Life to confirm your bank info before submitting your claim.

3

Once signed in, click on Claims, Online Claim, then select the type of claim.

4

Fill in your provider's info and patient info.

Expense details – fill in what is on your receipt including date and

5

Read and agree to the terms and conditions. You may be selected for audit by Great West Life, in which case you will need to send them a picture of your prescription or receipts.

6

Wait a few business days for your claim to be processed and the reimbursement to be deposited into your bank account. You're done!

You can also download the app to submit claims on the go!

GroupNet Mobile is free on Google Play, BlackBerry App World and the App Store.



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