

Healthcare Spending Account (HCSA) Claim Process:

- Claims are first assessed under the basic plan, then Great-West Life will process any outstanding balance under the HCSA.
- To maximize your coverage, claims should be submitted to other sources first, before the HCSA including your basic plan, your spouse's plan, and provincial government plans.
- Claims can be submitted with a paper claim form or online on the GroupNet Plan Members website. Authorization allowing Great-West to access HCSA funds is provided on the signed claim form or online.
- Where a submission is being made for an unpaid balance, please provide a copy of the Explanation of Benefits (EOB) and a record of purchase.
- You have up to 31 days past the end of the plan year (year end claim submission period) to submit claims for expenses incurred during the plan year.

Healthcare Spending Account (HCSA) claim submission:

1. Submit an online claim using the GroupNet Plan Member website/GroupNet Mobile app, or
2. Submit a paper HCSA Claim Form along with the following supporting documents to the Claim office address on the form -
 - A record of the purchase (e.g. sales receipt, pharmacy dispensing record); and
 - A copy of the Explanation of Benefits (EOB) where there is an unpaid balance; and
 - A copy of the doctor's prescription if needed, and for any over-the-counter medications dispensed by a pharmacist
 - If submitting a HCSA claim for your group health/dental premiums, please use a paper claim form along with either **1)** your pay stub showing the amount deducted, or **2)** a company letter indicating the amount deducted
 - Keep a copy of the claim form and any receipt(s) or documentation
 - We will process the claim and send any eligible payments back to you either through direct deposit or by cheque

Healthcare Spending Account inquiries:

Plan members covered by a health spending account have access to our dedicated HCSA phone service at 1-877-883-7072. If you prefer to email, you can contact us through the 'Contact Us' section in GroupNet Member Services or the 'Contact Us' section on www.greatwestlife.com and a health spending account specialist will respond to your inquiry.