

OEBAC: Submitting a New Claim [Media Alternative]

Summary: A step by step guide on how to a member can submit a claim on the OEBAC Mobile App.

-Happy/Upbeat Music-

Narrator: Welcome to OEBAC! Today I'm going to walk you through how to submit a claim using the OEBAC mobile app. First, log in using your union registration number and password. From the landing page, select "Submit a Claim". Read the member responsibilities and proof of claim document and select, "I agree". At the top, select the plus sign to submit a new claim.

On the claimant page you'll be asked if you have benefits under another plan. In some cases, a spouse can also have benefits that can cover you. So, this is where you would select that. For the purposes of this tutorial, we will select "No". Click on the claimant's name, then click "next". Select "Supplementary Health Care" and then select "Physiotherapist" from the list. This is the submission page where we get a chance to upload all of the needed documents for the claim.

In the case of physio, you will often have a letter of referral from your doctor and a receipt, so we'll upload both. If you're not sure what you need for your claim, please visit OEBAC.org/contact to get in touch with a representative. And in the bottom select "Upload an Image". Select "Add New Picture" and take a photo of your receipt.

Make sure the image fits in the view and select "Use Photo". Then select "Add New Picture" for each pertaining document to your claim until complete. Select "Next" on the bottom right to continue the review page is important. This is where you double check the accuracy of your information. You can also add your banking information if you so choose and pay any unpaid balances from your HCSA account here.

Select that you certify that everything is true and accurate and at the bottom right select "Submit a Claim". Your confirmation page shows that your claim has been submitted and is in progress. Select "Go to Home" at the bottom and you can see your approved, pending, rejected, and reverse claims. And that's how you submit a new claim with the OEBAC mobile app.

Thanks for watching. And if you have any questions, please visit OEBAC.org/contact.

-Happy/Upbeat Music Plays Out-