

# PLAN MEMBER *update*



OCTOBER 2018

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## POSTAL DISRUPTION...YOUR OPTIONS

There is a work stoppage at Canada Post, in the form of rotating strikes (starting in Victoria, Edmonton, Windsor and Halifax). Although during a rotating strike it is 'business as usual' at GSC, please note that there could be some possible mail delays in each strike area.

### **Are you ready? We have online and mobile options for you.**

GSC's Plan Member Online Services is a self-serve website that will help you access all of your benefit plan information during a postal disruption (and beyond).

Registration is quick and easy. You'll need your GSC ID number and the registration key that was included with your ID card (also found on your claim statements as well as available online). Just select the login button at greenshield.ca (top right corner) and follow the instructions. With Plan Member Online Services, you can:

### **Sign up for DIRECT DEPOSIT**

Take advantage of all the benefits of direct deposit — mainly, getting your money back from GSC faster. You only have to sign up once, and all claim payments will be deposited into your bank account.

### **Submit CLAIMS ONLINE**

Submit all of your own claims online, many of which can be adjudicated instantly in real-time. You can also upload a scanned copy or high-resolution photograph of your claim documents (completed claim form, receipts, and other claims-related documentation) for those claims that are not adjudicated instantly. Although these claims won't be processed immediately, you can send them to us with a few clicks, and we'll take it from there! Just click MY CLAIMS > SUBMIT A CLAIM from the main menu and follow the instructions.

### **We've got a MOBILE APP TOO...**

Our free app, available for both phone and tablet (iOS and Android), will help you quickly and easily access your benefits plan information. You can check your drug coverage, find a nearby health provider, submit a claim, access your electronic ID card and more.

You will first need to register for Plan Member Online Services to obtain your user ID and password. Then simply download GSC on the Go® from the app store on your device to get started.

Click here to learn more...

[greenshield.ca](http://greenshield.ca)