



Make your life easier...

Sign up for your employee benefit plan's E-Services in 5 EASY steps.

Dear Member,

The following instructions lay out the steps to register for the Online Claims web portal. This new feature will allow you to:

- submit claims online;
- verify the balances remaining for certain benefits such as dental and medical professional practitioners;
- access the history of your claims as well as your Explanation of Benefits for each claim processed and deposited to your bank account.
- have access to documents pertaining to your Employee Benefit Plan, such as your employee booklet plus claims and administration forms.

This service is offered in partnership with Symbility Solutions/Adjudicare.

IMPORTANT

In order to be eligible to use the web portal service and for your dental professional to also use the dental electronic submissions of your claims, you **must** be enrolled for Electronic Funds Transfer (EFT). This means that claims reimbursements will be deposited directly to your personal bank account.

Please have your personal banking information available before you continue further.

In order to register, you will also need the ID card provided to you when you became eligible for benefits. **Your card must look like this:**

Lewer Canada Ltd.			
1-800-387-8244			
NAME:	Jane Doe		
GROUP-CERT:	K005468-002		
	CARRIER	GROUP NO	CLIENT ID
DRUG:	34	54321	123456
<i>This card is for pharmacy use only.</i>			

Please go to page 2 to start.

STEP 1

To begin your registration, please proceed to www.lewer.ca and click on the **Member Log-in** 'button'. This will connect you to the **Lewer Online Claims** portal needed for your first-time set-up.

You will see the following screen:



The screenshot shows the adjudicare login page. At the top is the adjudicare logo. Below it is the text "Login to Online Claims Access Site". There is a form with two input fields: "Username:" and "Password:". To the right of the password field is a "Login" button. Below the form, there is a link for "Forgot your username or password?". A red box highlights the text "Don't have an account? Please click here to sign up". Below this is a link for "Are you a plan administrator?". At the bottom, there is a link for "Français" and a footer that says "Powered by Symbility Health".

STEP 2

Click on **“Don't have an account? Please click here to sign up”**, which will bring you to the following screen. (see next page)

SIGN UP TO ONLINE CLAIMS ACCESS SITE

Please provide the following information so that we can identify you:

Group number: *

Certificate number: *

Postal code: *

Date of birth: *

To create a new account you need to specify the following information:

Username: *


Email: *

Confirm email: *

Password: *

Confirm password: *

reCAPTCHA helps prevent automated programs from abusing this service



Enter the words above: *

Can't see the words? Try another one.

By checking here, you agree to these terms and conditions

STEP 3

To continue your registration for the log-in to the **Lewer Online Claims** portal:

- Enter your Group number as it appears on your ID card.

Lewer Canada Ltd.
1-800-387-8244

NAME: Jane Doe
GROUP-CERT: K005468-002

	CARRIER	GROUP NO	CLIENT ID
DRUG:	34	54321	123456

This card is for pharmacy use only.

- Enter your Certificate number as shown below (please use the Client ID that is circled)

Lewer Canada Ltd.
1-800-387-8244

NAME: Jane Doe
GROUP-CERT: K005468-002

	CARRIER	GROUP NO	CLIENT ID
DRUG:	34	54321	123456

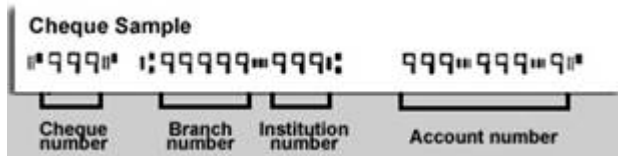
This card is for pharmacy use only.

- Enter your postal code.
- Enter your date of birth.
- Enter a username. (Record your username for future use)
- Enter your email address.
- Confirm your email address.
- Enter your password. (Record your password for future use)
- Confirm your password.
- 'Enter the words above'

BOX Click "SIGN UP"

STEP 4

The **Home** page will appear with a screen requiring you to enter your banking information for the Direct Deposit of your claims payments. **WARNING** -if your banking information is not provided, you will not be able to proceed any further. The Web portal and the Electronic Dental features will **NOT** be available to you or your Dental service providers.



Click on Save

NOTE: once you have successfully entered your banking information, you will receive your new ID card by mail with the Dental carrier and Group information to be used at the Dental office.

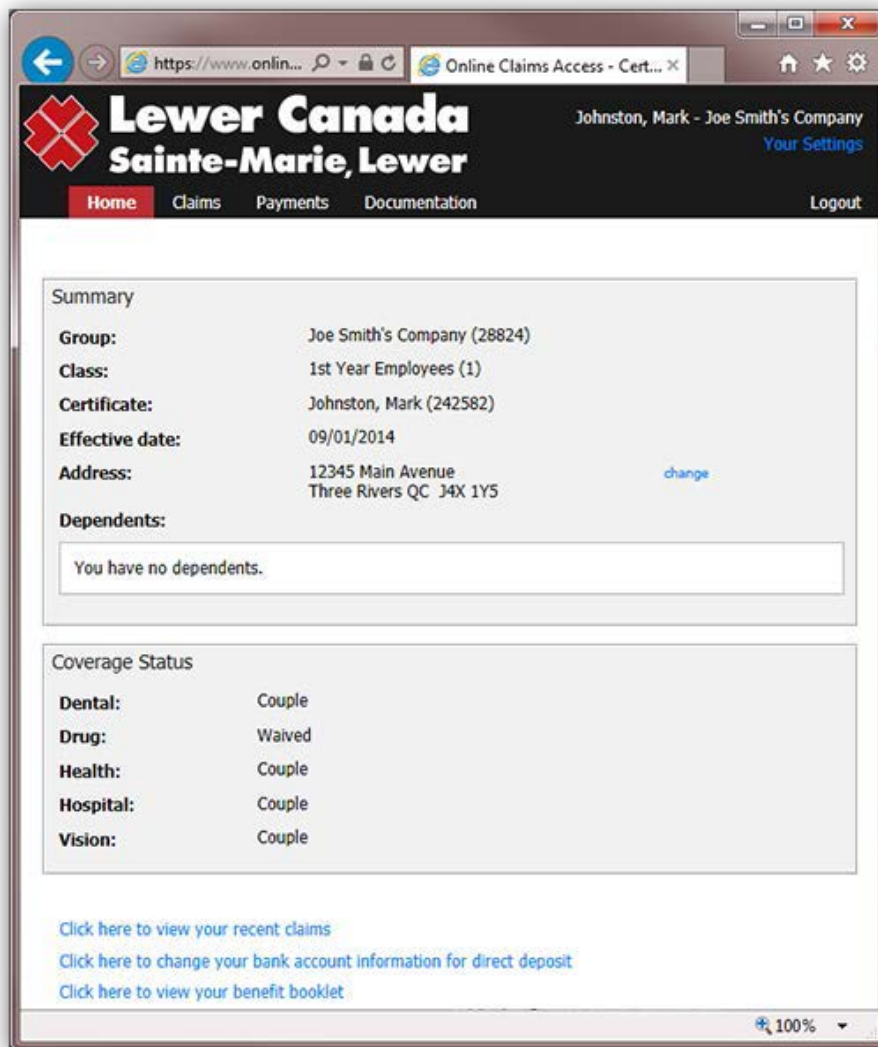
STEP 5

Now that you are at the Home page, click on the **'Documentation'** tab and download the document **'Online Claims User Guide'**. This Guide will instruct you how to submit your claims Online as well as access your personal claims history.

While you are in the **'Documentation'** tab, if you wish to sign-in to use the **Mobile Application**, download the document **'Mobile Claims'** and follow the instructions for access to the Online features through the use of your Smart-Phone.

A copy of your group benefit plan booklet and travel insurance coverage will be placed under the **Documentation** tab in the coming months.

From now on, simply go to the Lewer Canada website www.lewer.ca and click on the **Member Log-in to have access to all the features described above**. The **Home** screen will display your information like below and this is how you will access the Online Claims portal each time you log-in.



Should you have any questions, please contact me directly at 1-800-387-8244.