

Member Portal Registration

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 Telus Health Solutions.

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. This card looks like this:

Lewer Canada		
EMPLOYEE NAME	CERTIFICATE	
Maria SMITH	456789	
PROTECTION HEALTH	PROTECTION DENTAL	
Spouse	Spouse	
BENEFITS	POLICY	INSURER
Drug	12345	034
Dental	12345	034

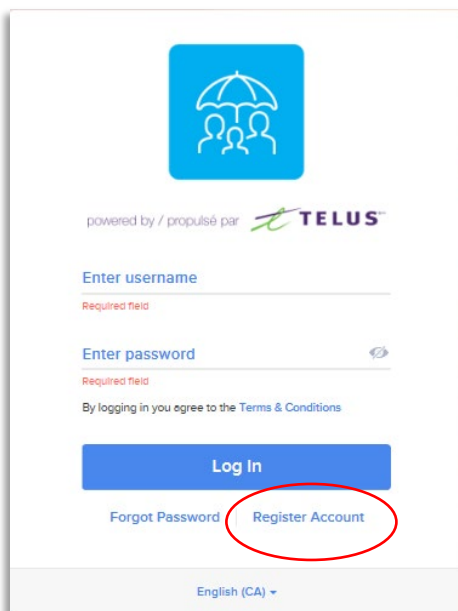
[Please go to Page 2 to START](#)

Member Portal Registration

STEP 1

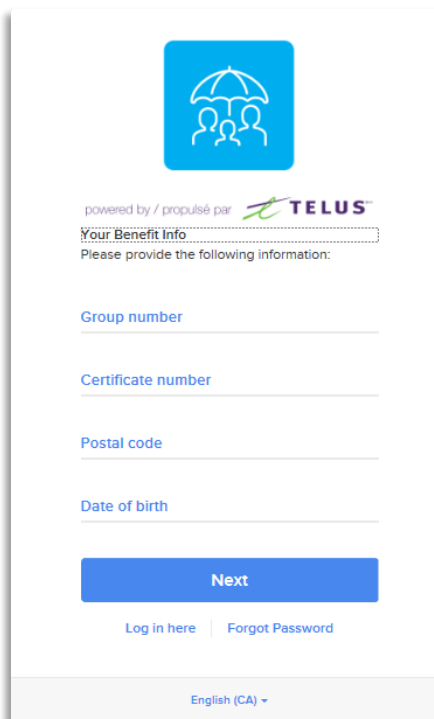
To begin your registration, please proceed to www.lewer.ca and click on the **Member Log-in** 'button'. This will connect you to the **Lewer Online Claims** portal needed for your first-time set-up.

You will see the following screen:

The screenshot shows the Lewer Canada Member Log-in page. At the top is a blue square icon with a white umbrella and three people. Below it, the text 'powered by / propulsé par' is followed by the TELUS logo. There are two input fields: 'Enter username' and 'Enter password', both with red text below them saying 'Required field'. Below the password field is a link 'By logging in you agree to the Terms & Conditions'. There is a large blue 'Log In' button. Below the button are two links: 'Forgot Password' and 'Register Account'. The 'Register Account' link is circled in red. At the bottom, there is a language selector 'English (CA)' with a dropdown arrow.

STEP 2

Click on **"Register Account"**, which will bring you to the following screen:

The screenshot shows the Lewer Canada Register Account page. At the top is a blue square icon with a white umbrella and three people. Below it, the text 'powered by / propulsé par' is followed by the TELUS logo. There is a section titled 'Your Benefit Info' with a dashed line below it. Below this is the text 'Please provide the following information:'. There are four input fields: 'Group number', 'Certificate number', 'Postal code', and 'Date of birth'. Below these fields is a large blue 'Next' button. Below the button are two links: 'Log in here' and 'Forgot Password'. At the bottom, there is a language selector 'English (CA)' with a dropdown arrow.

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STEP 3

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

- For Group number, enter your Policy number as it appears on your ID card.

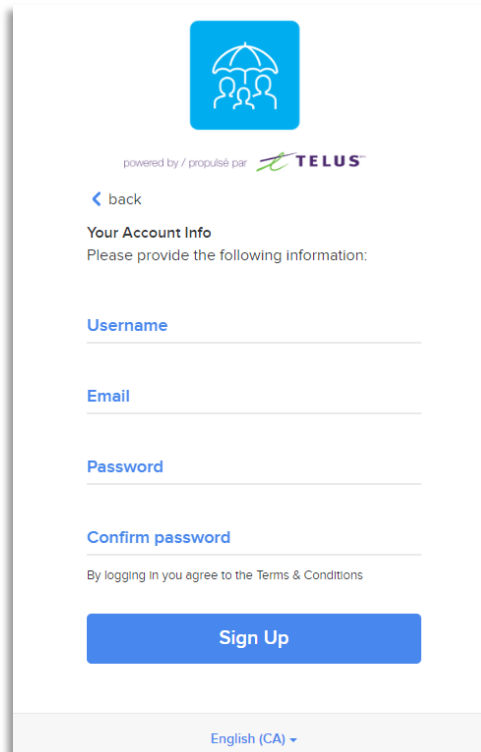
Lewer Canada		
EMPLOYEE NAME	CERTIFICATE	
Maria SMITH	456789	
PROTECTION HEALTH	PROTECTION DENTAL	
Spouse	Spouse	
BENEFITS	POLICY	INSURER
Drug	12345	034
Dental	12345	034


- Enter your Certificate number as shown below (circled)

Lewer Canada		
EMPLOYEE NAME	CERTIFICATE	
Maria SMITH	456789	
PROTECTION HEALTH	PROTECTION DENTAL	
Spouse	Spouse	
BENEFITS	POLICY	INSURER
Drug	12345	034
Dental	12345	034

- Enter your postal code.
- Enter your date of birth.
- Click on "Next", which will bring you to the following screen.

STEP 4



powered by / proposé par 

[back](#)

Your Account Info
Please provide the following information:

Username

Email

Password

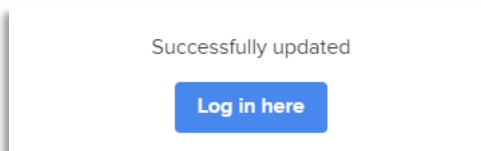
Confirm password

By logging in you agree to the [Terms & Conditions](#)

Sign Up

English (CA) ▼

- Enter a username. (Record your username for future use)
 - Enter your email address.
 - Enter your password. (Record your password for future use)
 - Confirm your password.
 - Click "SIGN UP"
- A box will appear letting you know the registration was successful. Click on "Log in here"



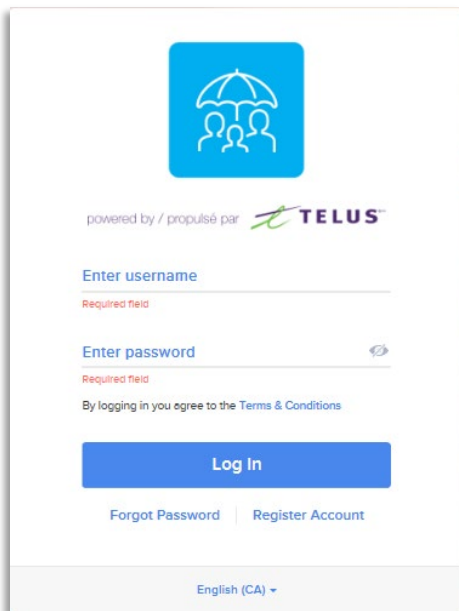
Successfully updated

Log in here

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STEP 5

The **login screen** will appear asking you to enter the username and password you created.

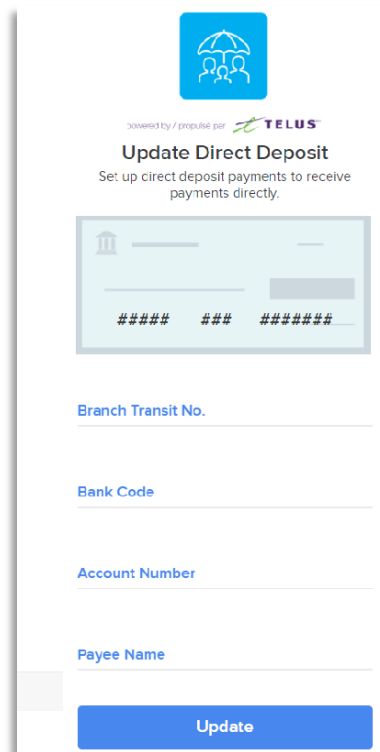


The login screen features a blue header with a white umbrella icon. Below the header, it says "powered by / propulsé par TELUS". The main form has two input fields: "Enter username" and "Enter password", both marked as "Required field". Below the password field is a link for "Forgot Password" and a link for "Register Account". At the bottom, there is a blue "Log In" button and a language selector set to "English (CA)".

Once you log in, you will see the screen below, prompting you to enter your direct deposit information.

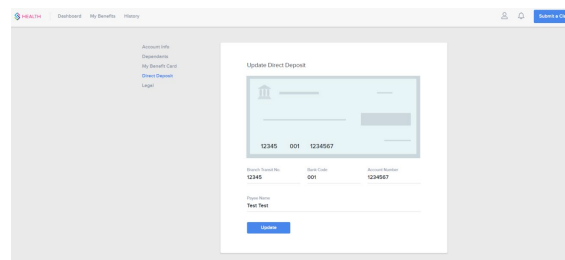
WARNING -if your banking information is not provided, you will not be able to proceed any further. The Web portal and the Electronic Dental features will **NOT** be available to you or your Dental service providers.

STEP 6



The "Update Direct Deposit" screen has a blue header with a white umbrella icon. Below the header, it says "powered by / propulsé par TELUS". The main form has a section for "Update Direct Deposit" with a sub-header "Set up direct deposit payments to receive payments directly." Below this is a visual representation of a cheque with masked fields for the branch transit number, bank code, and account number. The form includes input fields for "Branch Transit No.", "Bank Code", "Account Number", and "Payee Name". At the bottom, there is a blue "Update" button.

Enter all your banking information, which will appear on the cheque above, as you type. Click "Update" and you will be brought to the direct deposit area of the portal, from which you can navigate anywhere you wish.



The member portal dashboard shows a navigation menu on the left with links for "Account Info", "Dependents", "My Health Card", "My Insurance", and "Log Out". The main content area displays the "Update Direct Deposit" form, which is the same form as shown in Step 6. The form includes a visual representation of a cheque with masked fields for the branch transit number, bank code, and account number. The form includes input fields for "Branch Transit No.", "Bank Code", "Account Number", and "Payee Name". At the bottom, there is a blue "Update" button.

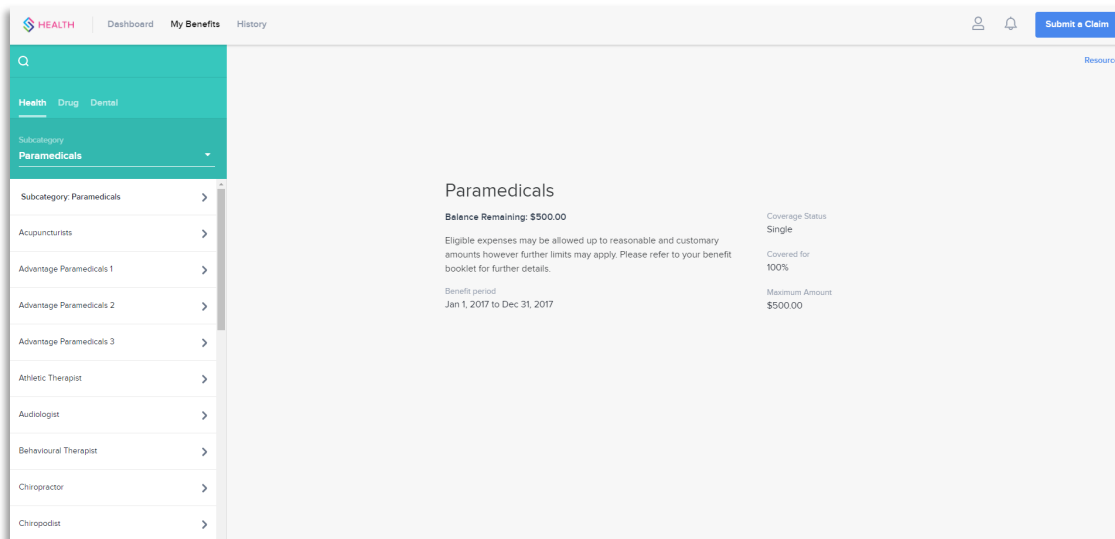
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STEP 7

Now that you are in the portal click on the **“My Benefits”** tab at the top then **“Resources”** in the right-hand corner 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 **“Resources”**, 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.



The screenshot displays the Lewer Canada Member Portal interface. At the top, there is a navigation bar with tabs for 'Dashboard', 'My Benefits', and 'History'. A 'Submit a Claim' button is located in the top right corner. On the left side, a teal sidebar contains a search bar and a list of categories: 'Health', 'Drug', and 'Dental'. Under 'Health', a 'Subcategory' dropdown menu is open, showing 'Paramedics' as the selected option. Below this, a list of subcategories is visible, including 'Subcategory: Paramedics', 'Acupuncturists', 'Advantage Paramedics 1', 'Advantage Paramedics 2', 'Advantage Paramedics 3', 'Athletic Therapist', 'Audiologist', 'Behavioural Therapist', 'Chiropractor', and 'Chiroprapist'. The main content area on the right is titled 'Paramedics' and displays the following information:

- Balance Remaining:** \$500.00
- Coverage Status:** Single
- Covered for:** 100%
- Maximum Amount:** \$500.00
- Benefit period:** Jan 1, 2017 to Dec 31, 2017

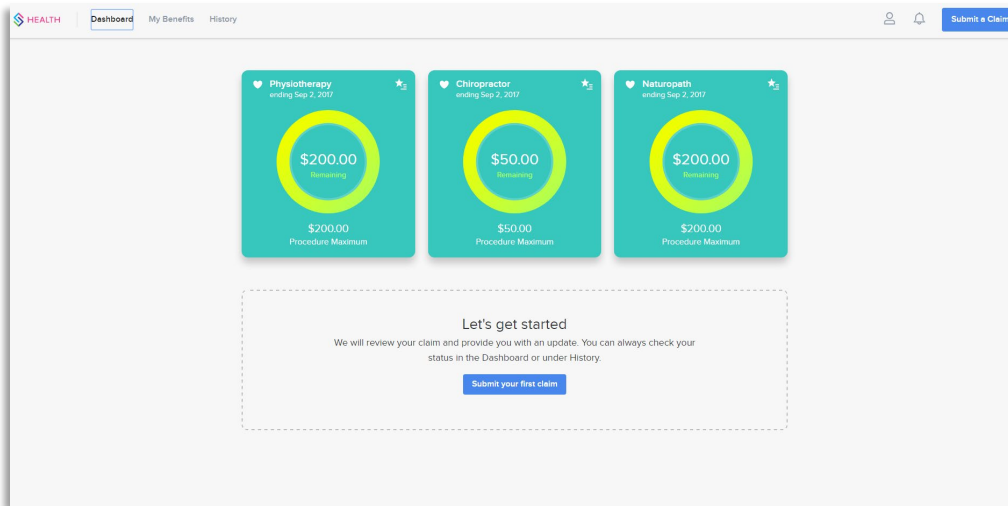
A note states: 'Eligible expenses may be allowed up to reasonable and customary amounts however further limits may apply. Please refer to your benefit booklet for further details.'

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STEP 8

A copy of your group benefit plan booklet and travel insurance coverage will be placed in **Resources** 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.

Your Lewer Canada Client Service Team