

A STEP-BY-STEP ON HOW TO SUBMIT A DENTAL CLAIM TO CANADA LIFE

As of Jan. 1, 2020, The Great-West Life Assurance Company, London Life Insurance Company and The Canada Life Assurance Company became one company – The Canada Life Assurance Company.



Fill the claim form titled *Canadian Forces Dependants Dental Care Plan*

STEP #1

Fill out the form, print, and have it signed by the MEMBER. Include ALL original & relevant receipts and dental bills.



Join Proof of Payment to your claim

STEP #2

Join a proof of payment such as a bank/credit card statement to prove you have paid for the services already.

*This is IMPORTANT as, without this proof of payment, your claim will be denied.

- If not paid in CAD, indicate the exchange rate paid on your credit card statement to be reimbursed the same amount. (especially if it's a big expense.)



Join original receipts/invoice to you claim

STEP #3

Make sure the invoice/bill has the dentist's name, address, and contact information, and ALL acts performed, detailed with charges for each.



Review & Submission

STEP #4

Ensure you have all relevant documents and mail to:

Canada Life Health and Dental Benefits

Foreign Benefit Payments

P.O.Box 6000

Winnipeg, Manitoba

R3C 3A5

You can also submit your claim via email but will need to request authorization for scanned documents by contacting the:

Customer Relations Specialist at 1-800-957-9777.

If you prefer to contact via e-mail, login/register for [GroupNet](#) for Plan Members and send your inquiry through the 'Contact' tab.



ADDITIONAL TIPS

- It usually takes 1 month to get a claim processed. Once it's done, you'll receive a direct deposit in the bank account of your choice and Canada Life will send the reimbursement details by mail.
- Whenever possible, have your invoices/receipts written in English or French, for the easiest processing.
- Make a photocopy/scan of your submitted claim (all papers) before sending it by mail, to keep for your own records.
- Before any procedures, it is possible to send an estimate to confirm coverage. Contact the Customer Relations Specialists.