

GROUP  
INSURANCE



**E-services for you**



## How can you access My Client Space?

- 1 — Go to **ia.ca**
- 2 — Click on **Connect** in the upper right-hand corner of the page and click on **My Client Space**
- 3 — Enter your access code and password, and click on **Sign in**
- 4 — In the **Your contracts** section, click on your group insurance plan to access your file



# My Client Space

## Your online group insurance plan

### Everything you need in one place:

- Check on recent claims and verify their status
- Submit your claims online and use your Health Spending Account (HSA)
- View your coverage information and plan summary
- View your booklet and insurance card
- Sign up for direct deposit and receive reimbursements directly in your bank account
- Access personalized and interactive claim forms
- Use WebRx™ to estimate drug reimbursement amounts, locate pharmacies and obtain personalized solutions for cost-saving alternatives
- Obtain a list of submitted and paid claims for tax purposes

# iA Mobile

## Instant benefits



### Discover the power of group insurance at your fingertips:

- Submit your claims online in seconds from your mobile device
- Access the list of your favourite healthcare providers to make it easier to submit a claim
- Use your Health Spending Account (HSA) to cover the portion of your claim not covered by your plan
- Use WebRx™ to estimate drug reimbursement amounts, locate pharmacies and obtain personalized solutions for cost-saving alternatives
- Monitor the reimbursement of your most recent claims
- Sign up for direct deposit and receive reimbursements directly in your bank account
- Turn your mobile device into a group insurance card anywhere in the world, even offline
- Contact iA Financial Group with ease and get answers to your questions

Download  
iA Mobile\*  
today  
for free!



To connect to **iA Mobile**, make sure you have your My Client Space access code.

\* The availability of some **iA Mobile** functions may vary based on your plan.

## E-claims service



The e-claims service\* allows you to submit your healthcare, dental care, vision care and prescription drug claims online in **My Client Space** and the **iA Mobile** app.

### If covered by your plan, the following costs can be submitted:

- Vision care (eye exams, contact lenses, frames and glasses)
- Paramedical care (non-comprehensive list):
  - Massage therapy
  - Acupuncture
  - Osteopathy
  - Social work
  - Psychology
  - Dietetics
  - Podiatry
  - Audiology
  - Chiropracty
  - Speech therapy
  - Occupational therapy
  - Physiotherapy
- Prescriptions (if you don't have a prescription drug payment card)
- Dental care (basic and preventive)

### How can you access this service?

- 1** — Go to your group insurance plan in **My Client Space**
- 2** — Under Claims in the left-hand menu, click on **E-claims**
- 3** — Follow the steps .

If offered by your plan.

# Direct deposit and notification

Signing up for direct deposit allows you to be reimbursed for your medical and dental costs directly in your bank account. Thanks to Notification, you will receive an email informing you when your claim is analyzed. You can sign up in **My Client Space** or the **iA Mobile** app.

## How to sign up:

- 1 — Go to your group insurance plan in **My Client Space**
- 2 — Under **Claims** in the left-hand menu, click on **Direct Deposit and Notification**
- 3 — Enter your banking information and email address

# Online booklet

Go to the online booklet in **My Client Space** to access your group insurance coverage information 24/7. Use the Search function to navigate with ease.

## How can you access this service?

- 1 — Go to your group insurance plan in **My Client Space**
- 2 — Under Member Information in the left-hand menu, click on **Booklet**
- 3 — To search within the booklet, press Ctrl-F on your keyboard and enter the word you are searching.

# WebRx™

A simple and effective tool is available to help you make informed choices about your prescription drugs: WebRx.



## **WebRx is available in My Client Space and the iA Mobile app, and offers the following benefits:**

- Shows whether or not your plan covers a prescription drug
- Provides an estimate of your reimbursement based on your plan
- Helps you easily locate pharmacies in your area and compare prices\*\*
- Offers personalized solutions for cost-saving alternatives

## **How can you access this service?**

- 1** — Go to your group insurance plan in **My Client Space**
- 2** — Under Claims in the left-hand menu, click on **WebRx**

**To learn more, go to [ia.ca/webrx](https://ia.ca/webrx).**

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\* To access WebRx, you must have drug coverage with iA Financial Group and have a direct or deferred payment card.

\*\* WebRx users outside Quebec can view the price of the medication they are searching for in each pharmacy found. In Quebec, WebRx provides only the province-wide average price for a medication, not prices by pharmacy.

# Fast-track process for healthcare claims

Many healthcare providers can submit your claims directly from their office. Simply present your group benefit card and you're done!



Ask your healthcare provider if he or she offers this service or consult the list of healthcare providers who do at [ia.ca/express](https://ia.ca/express).

## ia.ca

Our website, [ia.ca](https://ia.ca), has a wide range of useful information. Here, you can access various forms and documents, find information to help you submit a claim and find Customer Service telephone numbers.

### How can you access this service?

- 1 — Go to [ia.ca](https://ia.ca)
- 2 — On the Individuals homepage, click on **Insurance** and, under Coverage, select **My Group Insurance**

## For more information about our e-services

### Contact Customer Service

1-877- 422-6487  
groupinsurance@ia.ca



### Business hours

Monday to Friday,  
7:30 am to 8:00 pm  
(Eastern time)

## INVESTED IN YOU.

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**ia.ca**