

# WestGUARD

## Green Shield Canada Online Services

### Benefits of Subscribing to Green Shield Canada Online Services

- Claims Information
- Benefit Eligibility
- Personalized Claim Forms
- View Statements
- Direct Deposit
- Run a Mock Claim

### Step 1 – Register Online

1. Please visit [www.greenshield.ca](http://www.greenshield.ca) with your Green Shield Canada ID card handy.
2. Locate the green “Login” box on the right side of the page. Click the “GO” button under “Login / Plan Members”.
3. Click on “Register” from the menu on the left side of the page.
4. Create a user name and password and provide all of the requested information.
5. Complete your registration by clicking “Register” at the bottom of the page.

### Step 2 – Basic Services

You now have access to all the basic services and can view benefit eligibility, print personalized claim forms and view your profile.

### Step 3 – Full Access

1. For full access, Green Shield Canada will automatically send you an access code via email.
2. Upon receipt of your access code, sign in to Plan Member Online Services, enter your access code in the field provided and click “Submit”.
3. You now have access to advanced features including your claims information and benefit statements. You can also register for direct deposit. You will not need to use this access code again. Each time you sign in, you will automatically have full access.

#### Problems Activating Your Account?

Contact Green Shield Canada's Customer Service Centre

**1-888-711-1119**



Group Insurance Solutions

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## Instant Access for Health Service Providers

Green Shield Canada is proud of their extensive network of health service providers. In keeping with their continued commitment to service and technology excellence, they created *ProviderConnect™*.

In addition to the instant processing of drug and dental claims that the Green Shield *Advantage®* System allows, providers can also submit extended health services claims online.

These include:

- Massage therapy
- Physiotherapy
- Chiropractic services
- Vision exams
- Eyeglasses
- Some medical items (e.g. diabetic supplies, knee braces)

Online claim submission directly by the provider offers you better service as it eliminates mailing time and it reduces costs.

**Ask your provider to register today at**  
**[www.providerconnect.ca](http://www.providerconnect.ca)**  
**and experience Instant Access!**

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