

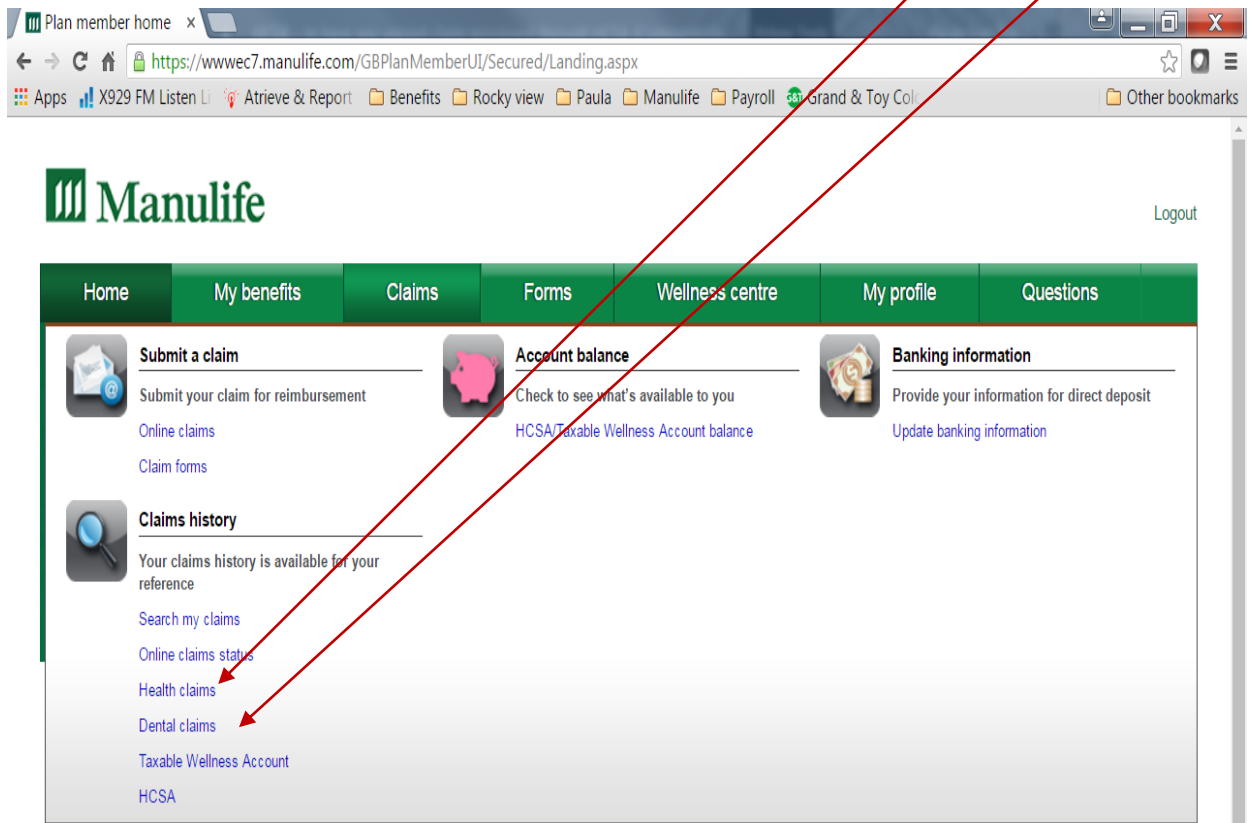
## HCSA – unpaid claims processed through HCSA

Manulife processes all claims through the core coverage first to make sure that your core coverage is being utilized fully and will send you an Explanation of Benefits (EOB) on the core coverage, plan number 5489. If you have indicated on the original submission to have any unpaid portions to go through your HCSA, you will receive a separate EOB for the HCSA plan number 5490.

If you have an expense that was not fully covered by the core coverage and did not indicate that the unpaid portion is to be processed through your HCSA, you will need communicate this to Manulife. There are 2 ways of doing this: call Manulife at (800) 268-6195 and request this over the phone or use the “Send a Note” tool in the plan member website.

To use the “Send a Note” feature on the Manulife Plan Member Website, simply follow the steps listed below:

1. Find the claim(s) in your claim History under the Claims tab and then select health or dental claim depending on the what claim you are looking for



The screenshot shows a web browser window with the Manulife Plan Member Website. The browser address bar displays <https://wwwec7.manulife.com/GBPlanMemberUI/Secured/Landing.aspx>. The website header includes the Manulife logo and a "Logout" link. The main navigation menu is green and contains the following tabs: Home, My benefits, Claims, Forms, Wellness centre, My profile, and Questions. The "Claims" tab is selected. Below the navigation menu, there are three main sections: "Submit a claim", "Account balance", and "Banking information". The "Claims history" section is expanded, showing a list of links: "Search my claims", "Online claims status", "Health claims", "Dental claims", "Taxable Wellness Account", and "HCSA". Two red arrows originate from the text above and point to the "Health claims" and "Dental claims" links in the "Claims history" section.

## HCSA – unpaid claims processed through HCSA

2. On this page, you will need to find the claim that you are wanting to be processed through your HCSA. Once you have found the claim, click on the blue information icon and this will take you to the details of that claim

Claims history/Health claims

### Claims

Additional claim details are available. Please use the [i](#) link in the table below that relates to the claim you want to view.

Benefit	Service date	Status	Amount Submitted	Benefit Paid Subtotal	Benefit Paid Total	Statement date	Details	ECS
Health	08 Apr 2016	Paid to third party	\$75.00	\$0.00	\$0.00	11 Apr 2016	<a href="#">i</a>	
Health	07 Apr 2016	Paid to third party	\$73.50	\$73.50	\$73.50	08 Apr 2016	<a href="#">i</a>	
Health	14 Mar 2016 to 16 Mar 2016	Paid to third party	\$180.00	\$135.00	\$135.00	06 Apr 2016	<a href="#">i</a>	

#### Related links

- Claims history
- Your claims history is available for your reference
- Dental claims
- HCSA
- Online claims status
- Search my claims
- Taxable Wellness Account

3. On this screen, you will want to click on the “Send a Note” and the page will expand

Claims/Search my claims/Claim details

### Claim details

#### My claims

Name	Benefit	Service date	Amount submitted	Amount eligible	Percent paid	Deductible	Benefit paid
	Health	23 Nov 2015	\$84.30	\$66.00	59	\$0.00	\$39.00
TOTAL			\$84.30	\$66.00			\$39.00

Who received payment for this claim?

- Your claim was assigned to a third party so payment was made directly to them instead of you.

#### How we calculated your benefit payments

Name ..... VAN TOL,PAULA  
Benefit ..... Drugs  
The total amount submitted on your claim form for all services and/or patients. .... \$84.30  
Your drug costs have been considered according to the terms of your contract. .... \$66.00  
The percentage of eligible expenses payable by Manulife. .... 59%

The amount reimbursed to you after all plan maximums, restrictions, deductions, and coordination of benefits (if applicable) have been applied. .... \$39.00

#### Still need more information or assistance?

[Send a note](#)

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In the “Send a Note” you can type in a message or select one of the 3 options for applying the remaining balance to your HCSA and also how you would like a response back

Claims – claim detail: x

https://wwwec7.manulife.com/GBPlanMemberUI/Secured/Claims/ClaimDetails.aspx?Line=150&Group=548&Certificate=9317&PageMode=Hea

Still need more information or assistance?

Send us a note regarding a claim

Service date(s)	Benefit paid subtotal	Statement date
23 Nov 2015	\$39.00	25 Nov 2015

Enter your question, select a response type, and submit.  
We will contact you within two business days.

Please process the unpaid portion through my HCSA

Use your HCSA to reimburse any unpaid portion of your claim?

Apply remaining HCSA balance to:

- Just this claim
- All Dental claims (Please indicate date range in the message box above.)
- All Health claims (Please indicate date range in the message box above.)
- All Health and Dental claims (Please indicate date range in the message box above.)

Manulife will only pay the balance from the HCSA if you don't have coordination of benefits (COB) or if your plan allows payment from your HCSA before submitting to your other carrier. If you have COB, first submit the balance of the claim to the other carrier before submitting it to your HCSA.

How should we respond to your inquiry?

- Internet email :
- Home phone :
- Business phone :
- No response is required

Cancel Reset Submit

Then you will hit “Submit” and the claim will be processed through your HCSA