

# Welcome to Desjardins Insurance!

Here are answers to some frequently asked questions

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## How do I submit my claims to Desjardins Insurance?

### Online

Claims for eligible expenses incurred on or after the effective date of the program can be submitted online via our Secure Site for Plan Members.

If you can't find the care service you want to submit a claim for on this site, you can submit your health claim (including your [19132 form](#) and your receipts) or your dental claim (including your [19110 form](#) and your receipts) via the following link: [www.desjardinslifeinsurance.com/send](http://www.desjardinslifeinsurance.com/send)

### Mobile device

With *Omni*, you can use your tablet or smartphone to submit claims for most services covered by your group insurance plan. Go to [Omni app - DFS - Desjardins Life Insurance](#) and download the app free of charge.

### Payment card

Simply present your payment card to any participating pharmacist or dentist.

### Health provider

We have teamed up with TELUS Health so that certain healthcare professionals can submit claims on your behalf. Go to [www.desjardinslifeinsurance.com/providers](http://www.desjardinslifeinsurance.com/providers) to find participating healthcare professionals who offer this service.

### By mail

You can download claim forms on our website. Please note that the mailing address appears at the top of all our claim forms. All claims can also be sent to the mailing address below.

Desjardins Insurance  
P.O. Box 3950  
Lévis, QC G6V 8C6

## How long will Desjardins Insurance take to pay my dental and/or health claim?

Once we receive the claim and all the accompanying documents, we will assess it within two business days.

## Can I have my reimbursements deposited directly in my bank account?

Yes, you can sign up for the direct deposit service on our Secure Site for Plan Members or using the *Omni* mobile app. You must sign up for our direct deposit service if you would like your reimbursements to be deposited directly in your bank account; the *Claims made easy!* brochure explains the steps to follow.

## What should I do if my new payment card does not work?

If your payment card does not work on or after the effective date of the program:

- ✓ Go to our Secure Site for Plan Members to confirm whether the personal information we have received for you is correct (i.e. correct spelling of your name, date of birth, dependent information etc.).
- ✓ Confirm that your dental office or pharmacist has updated the information in their system to reflect your new group insurance information.
- ✓ If your payment card still does not work, please call us at 1-800-263-1810.

## How do I contact Desjardins Insurance?

- ✓ Go to the Secure Site for Plan Members at [www.desjardinslifeinsurance.com/planmember](http://www.desjardinslifeinsurance.com/planmember) and select **Our Client Relation Centre**;
- ✓ Send an email to [groupservice@dfs.ca](mailto:groupservice@dfs.ca);
- ✓ Call our Client Relation Centre at 1-800-263-1810.

## How do I access my Desjardins Insurance plan member file online?

- ✓ You can access our Secure Site for Plan Members at [www.desjardinslifeinsurance.com/planmember](http://www.desjardinslifeinsurance.com/planmember) .
  - Click on **Log on** in the top banner and select **Group Insurance** and **Register now**.
- ✓ You can use the *Omni* app via your mobile device.

All you need to get started is your group number and your certificate number, which you will find on your payment card.

## What type of information can I obtain from the Client Relation Centre?

Our Client Relation Centre can:

- ✓ Confirm whether a service or medical device is covered under your group insurance plan;
- ✓ Confirm the status of a claim;
- ✓ Confirm if your drug requires prior authorization;
- ✓ Help you with any questions you may have about the Secure Site for Plan Members.

## What is a prior authorization drug?

Certain drugs require our authorization before they can be reimbursed. These drugs are usually expensive and used to treat very specific medical conditions.

You can find our current list of prior authorization drugs on our website at [www.desjardinslifeinsurance.com/pad](http://www.desjardinslifeinsurance.com/pad)

## What is the patient support program for specialty drugs?

The patient support program makes life easier for insureds with complex illnesses that require certain specialty drugs. A specialized team of pharmacists will tailor their care to suit each patient's particular situation. The program goes beyond filling a prescription; the pharmacists actively help patients manage all aspects of their medical condition. All specialty drugs included in the program require prior authorization. You can find more information about this program and about the prior authorization process in the *Prior authorization drugs... Find out more* brochure on your Secure Site for Plan Members at [www.desjardinslifeinsurance.com/planmember](http://www.desjardinslifeinsurance.com/planmember).

Due to provincial regulations, this program is not offered to insureds who live in Quebec.

We invite you to visit [www.desjardinslifeinsurance.com/welcome](http://www.desjardinslifeinsurance.com/welcome) to find out more about our services.

For additional information, please do not hesitate to contact your plan administrator.