How to Submit Your Plan Benefit Claims

Members now have three ways to submit a claim in the Benefit Plan. You have the option to pick the one that's most convenient for you.

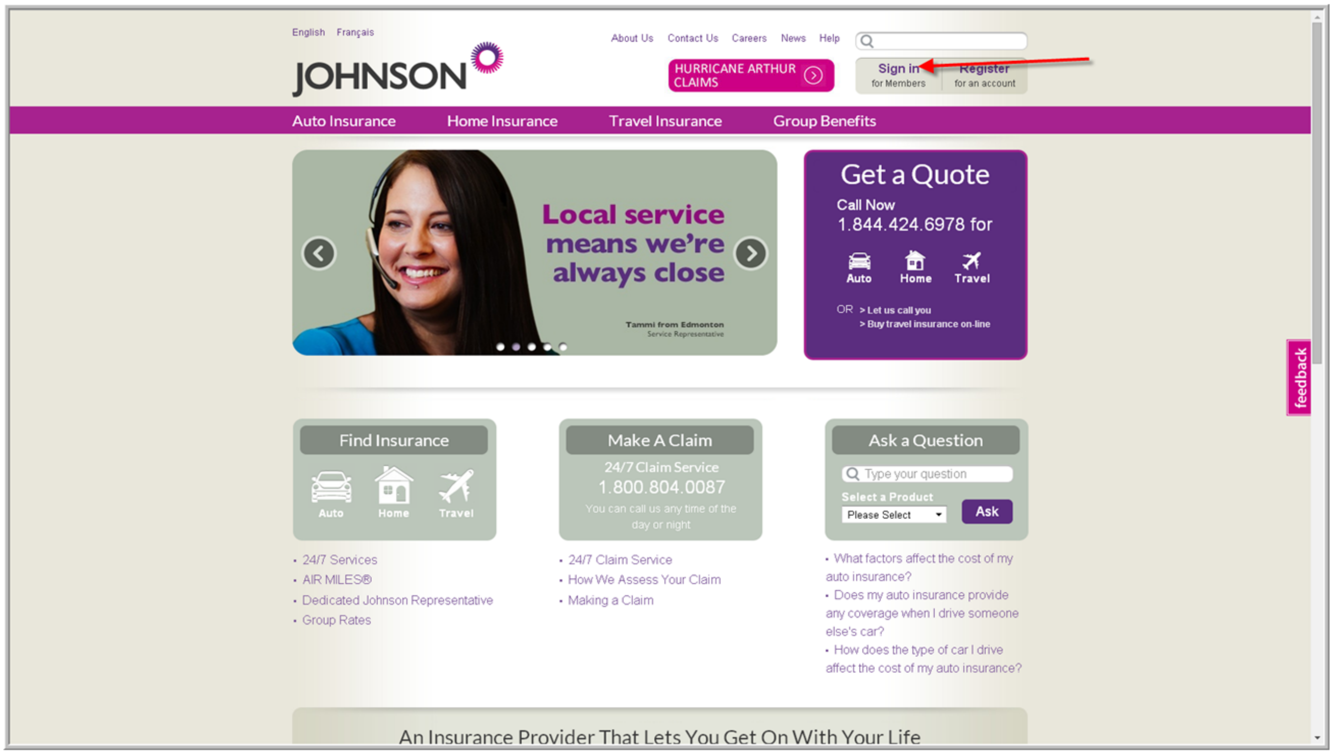
1. The large majority of claims for drugs, dental, vision care, physiotherapy, chiropractic, massage therapy, naturopathy and acupuncture can be submitted electronically, right at the providers office/store. This option can reduce or completely eliminate your out of pocket payment. Check with your health care provider to see if they can submit your claim using the TELUS network. The provider help-line telephone number is on your claims card and can be used if the provider is having problems submitting a claim electronically (this number is not meant for plan-specific questions).
    - ***Please note***, to help ensure your claims is processed successfully from your service provider, please ensure the provider enters the policy number and your certificate ID# correctly as it appears on your RTO Benefits card.

2. If you pay for your claim in full; you can submit your claim by printing and completing a Personal Claim form from the Member's Only website or one provided from a previous claim notification you may have received. Submit it along with your receipts by sending it via postal mail to the address listed on the bottom left corner of the claim form. If you have been setup to receive payments through direct deposit, your payment will be deposited into your bank account. Otherwise, a cheque will be sent to your home address. If we have your email address on file and we issued a direct deposit payment to you, then an email will be sent to provide you a link to the Member's Only site to view the notification of your claim. Otherwise, notification of your claims will be sent to your home address.

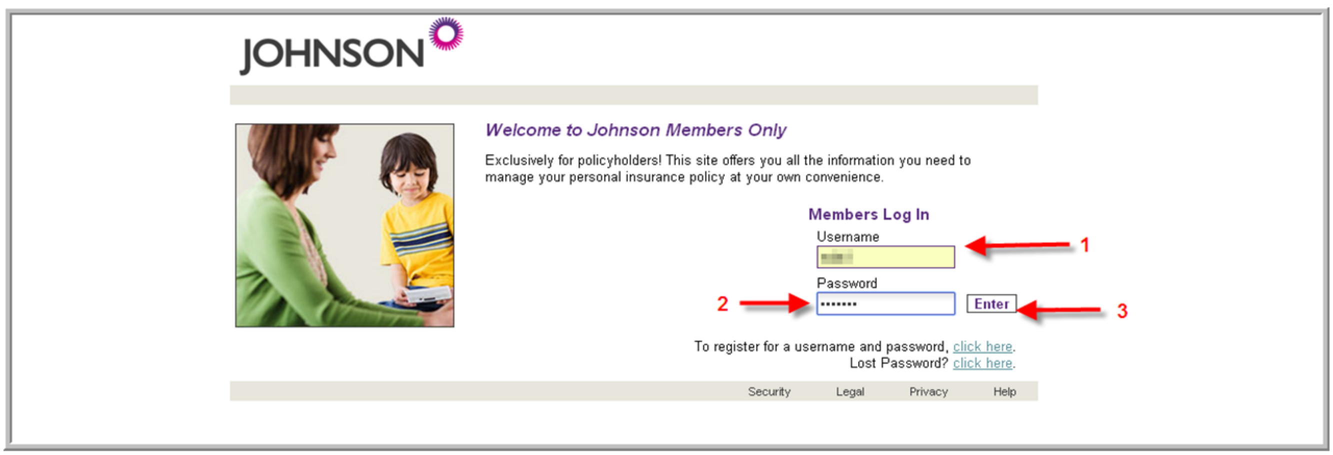
3. If you pay for your claim in full; you can submit your claim by completing the on-line claim form from the Member's Only website and attach the receipts, electronically. Scanned images of receipts must be clear and legible. Please ensure pertinent information (e.g. name(s), date(s) of service, etc.) is visible on your provider's receipt when scanned. You will receive a confirmation number and your claim form and receipts will be filed in the Plan Benefits folder in the Communications Centre. ***(This process is outlined below step by step.)*** If you have been setup to receive payments through direct deposit, your payment will be deposited into your bank account. Otherwise, a cheque will be sent to your home address. If we have your email address on file and we issued a direct deposit payment to you, then an email will be sent to provide you a link to the Member's Only site to view the notification of your claim. Otherwise, notification of your claims will be sent to your home address.
    - ***Please note***, as part of the claims adjudication process additional information may be required. For audit purposes, Johnson Inc. may ask for original receipts at any time, so please retain your receipts for at least 24 months

Logging into the Member's Only Website:

1. Proceed to www.johnson.ca and click 'Sign In' to access the Members Only (MO) website.

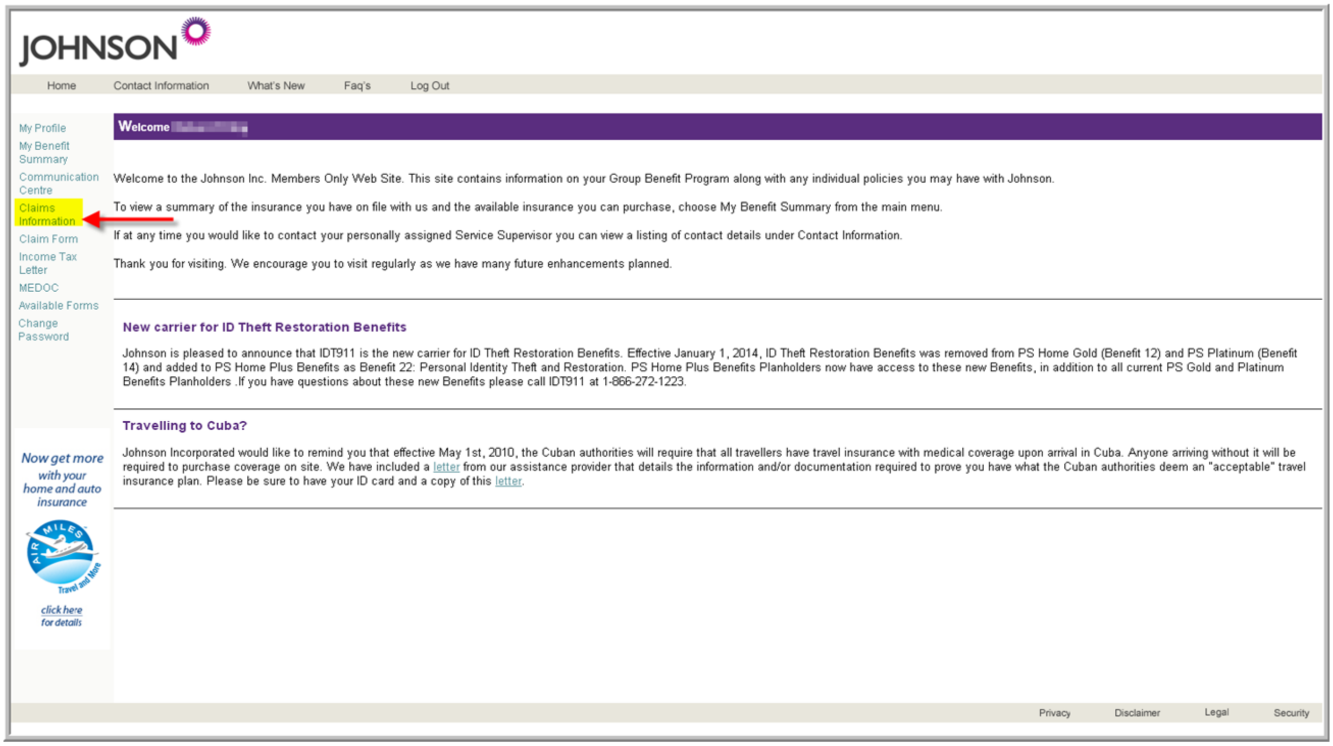


2. Enter username, password and click Enter

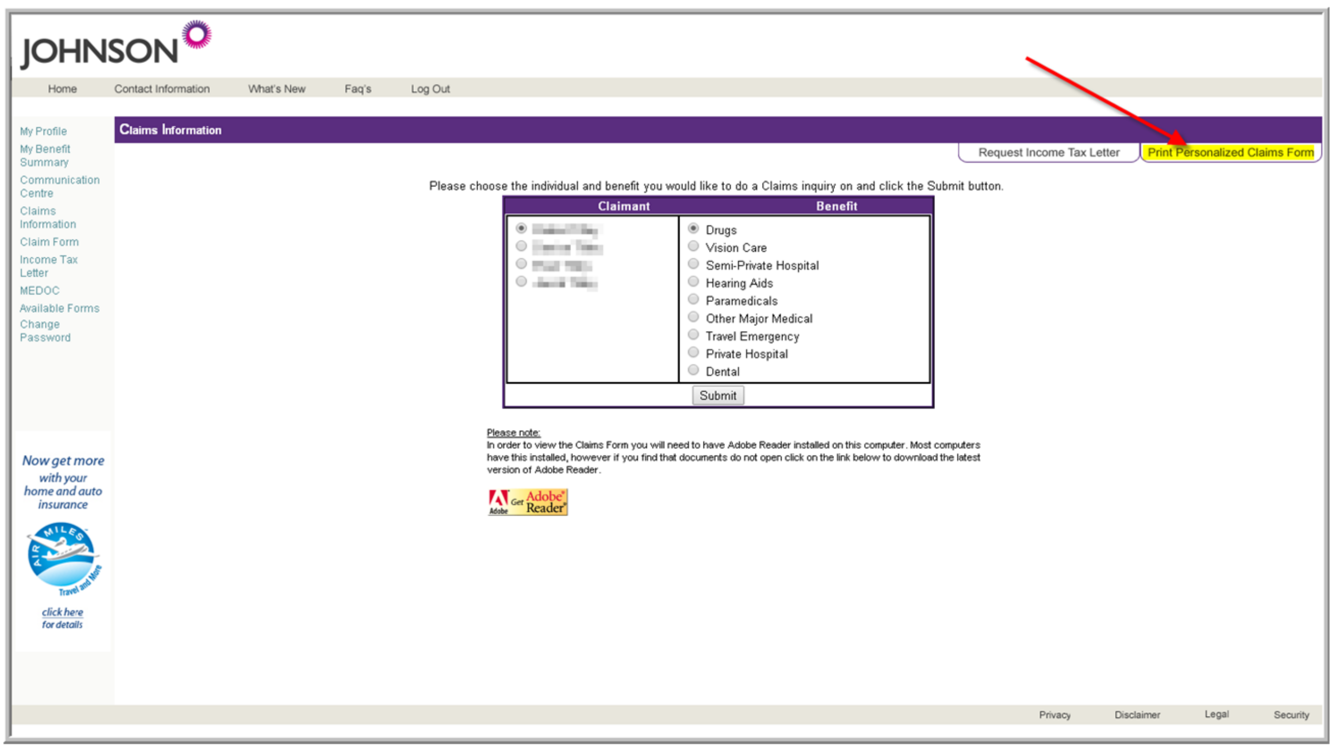


Submitting a Personal Claim form:

1. Log into the MO website, click on the Claims Information link



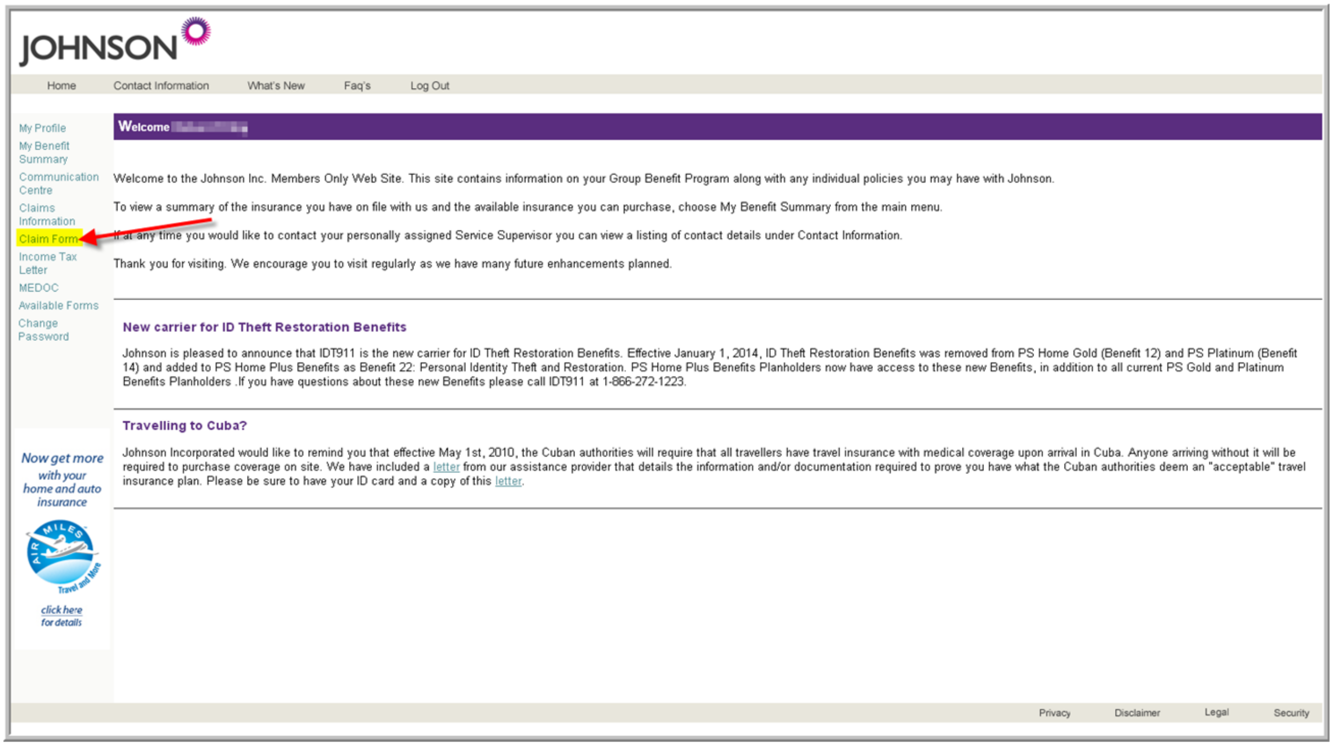
2. Click on the Print Personalized Claims Form tab to print the form



3. Complete the form and submit as per the instructions at the beginning of this document.

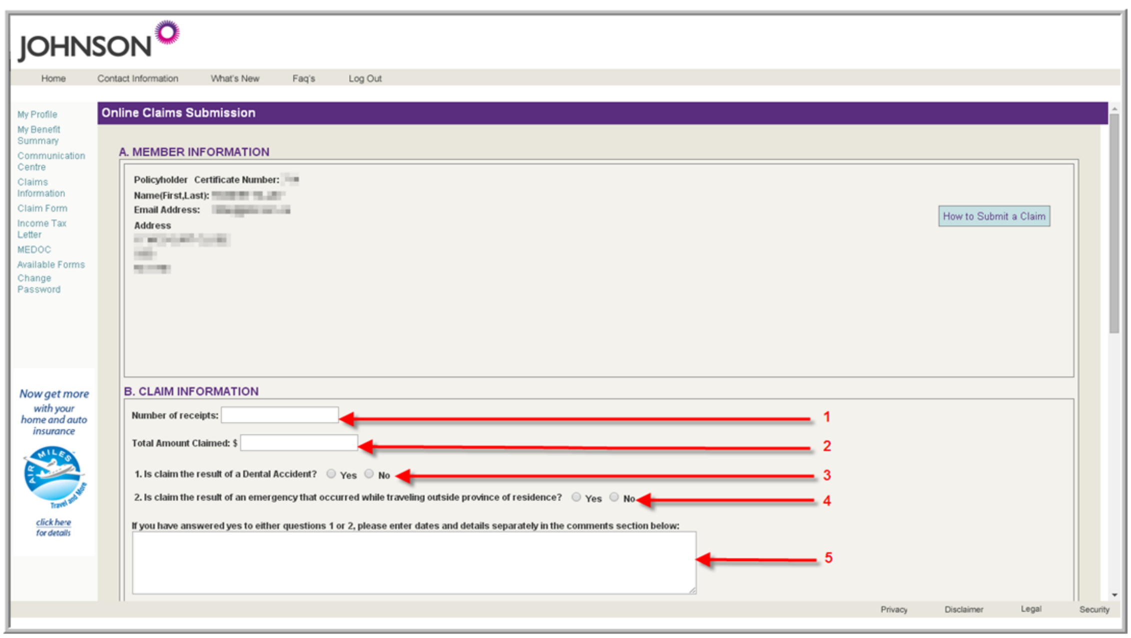
Submitting a claim electronically:

1. Log into the MO website, click on the Claim Form link



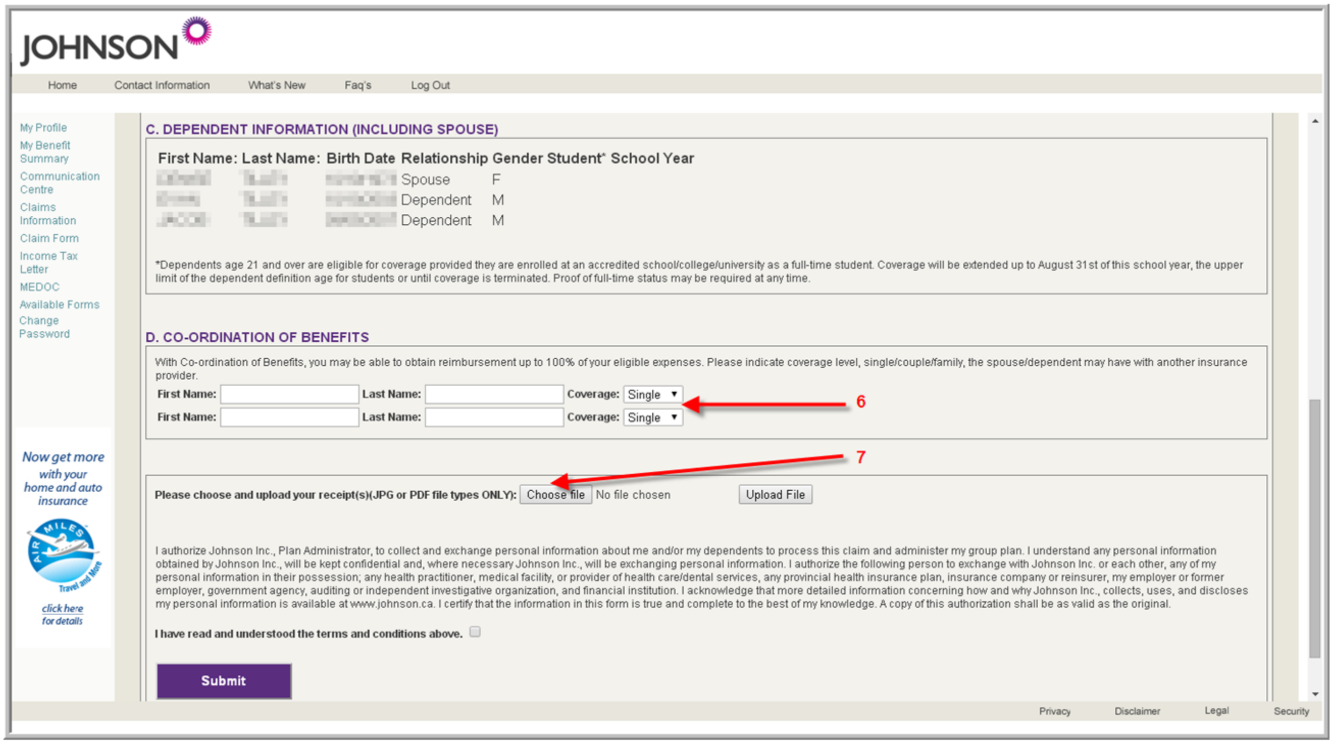
Answer all questions within the electronic form.

1. Enter the number of receipts that you will be attaching.
2. Enter the total amount of your receipts being submitted for reimbursement.
3. Answer the question with Yes/No.
4. Answer the question with Yes/No.
5. If you have answered Yes for question number 1 and/or 2, then you will need to enter the details in the comments section.

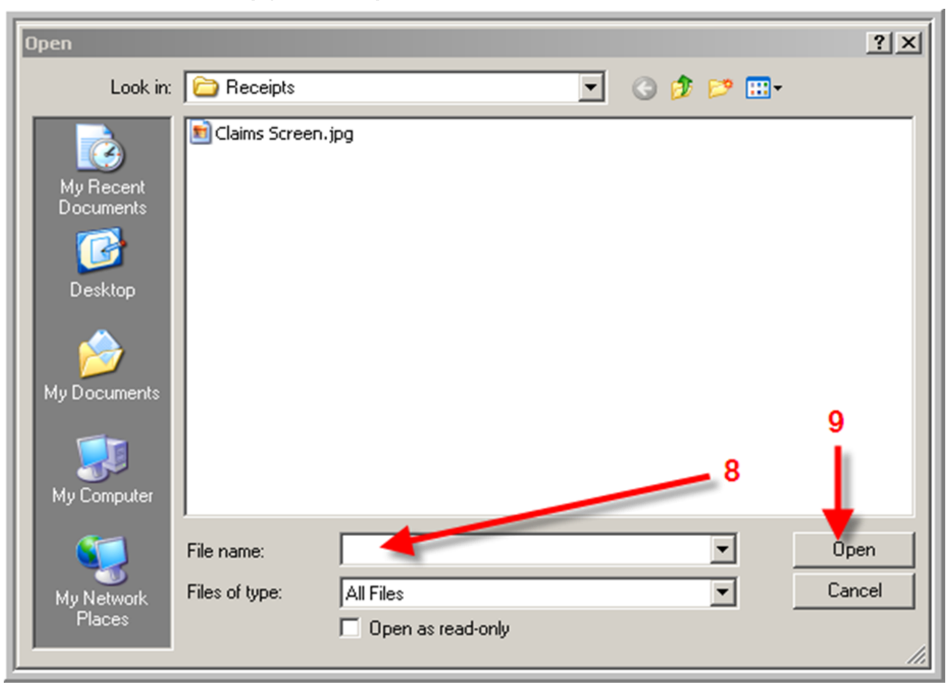


Section C below, is for information purposes only. If the information is not correct, please contact your Johnson Administration office.

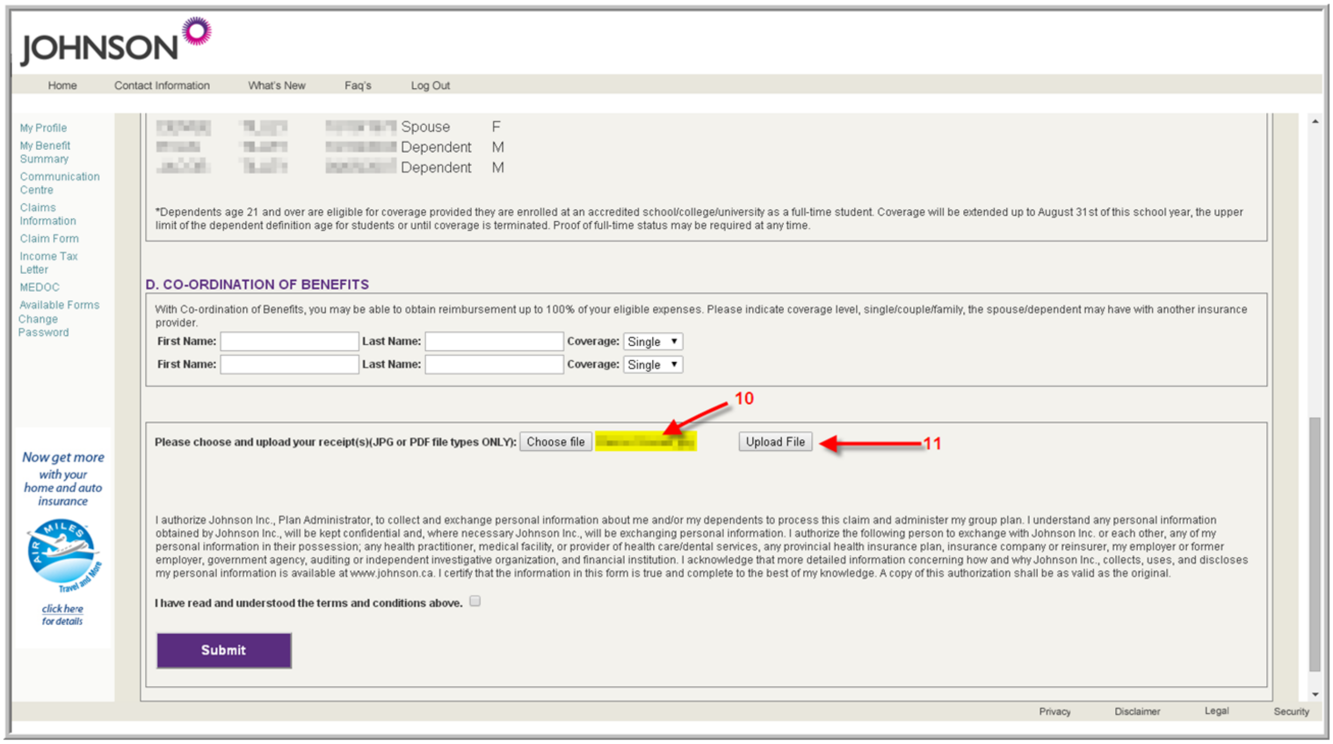
6. Please enter any Co-Ordination of Benefits details (i.e. spouse insurance plan)
7. Click on Choose File to upload pictures or scanned copies of you receipts.



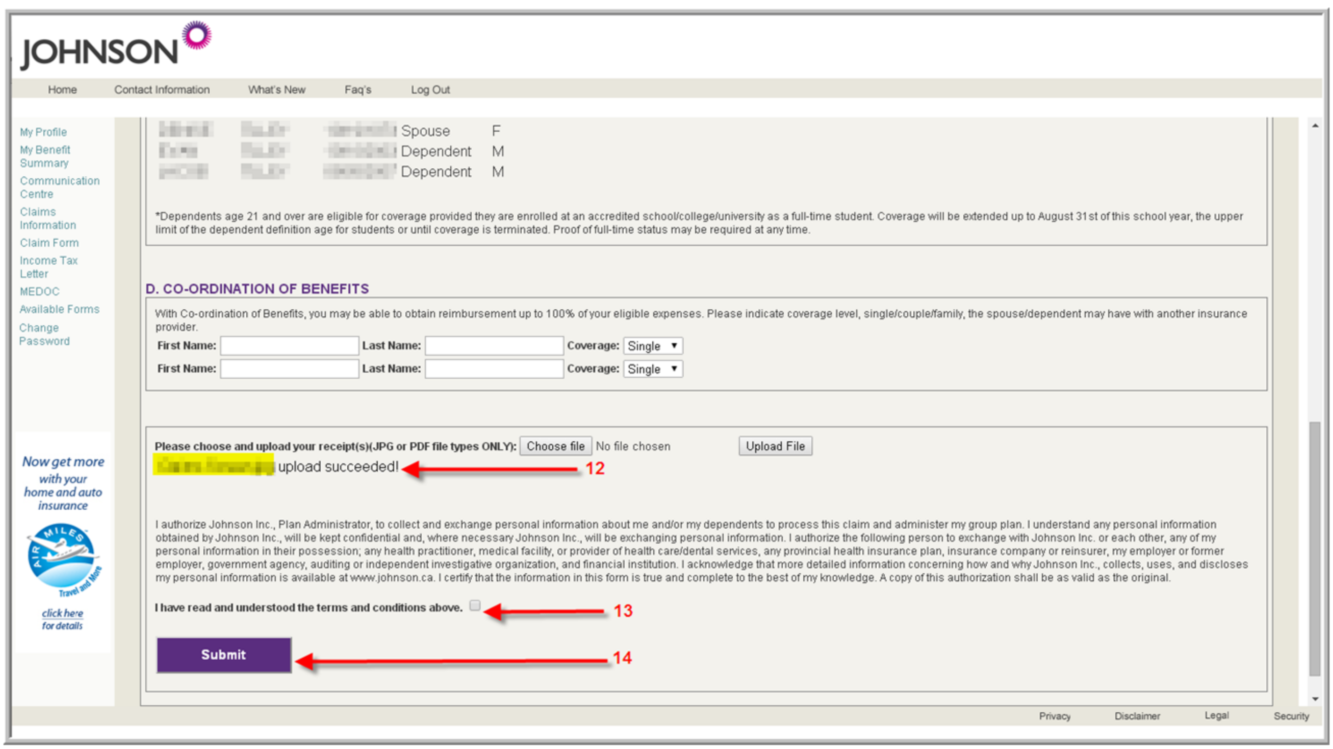
8. Find where the electronic copy of your receipts are stored on your computer and click on the file
9. Click Open to select the file(s) to be uploaded



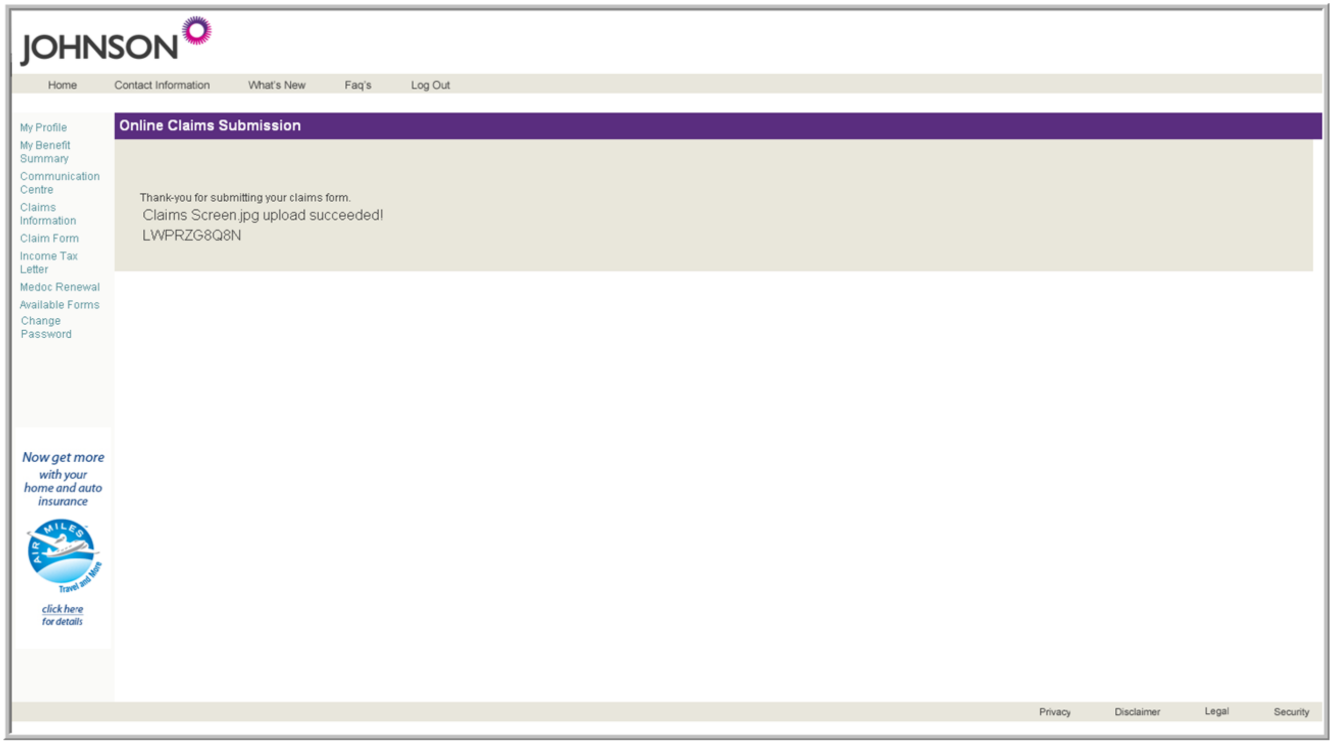
10. Notice the file name you selected will now appear after the Choose File button.
11. Click the Upload File and wait for the file name to be shown on the screen.



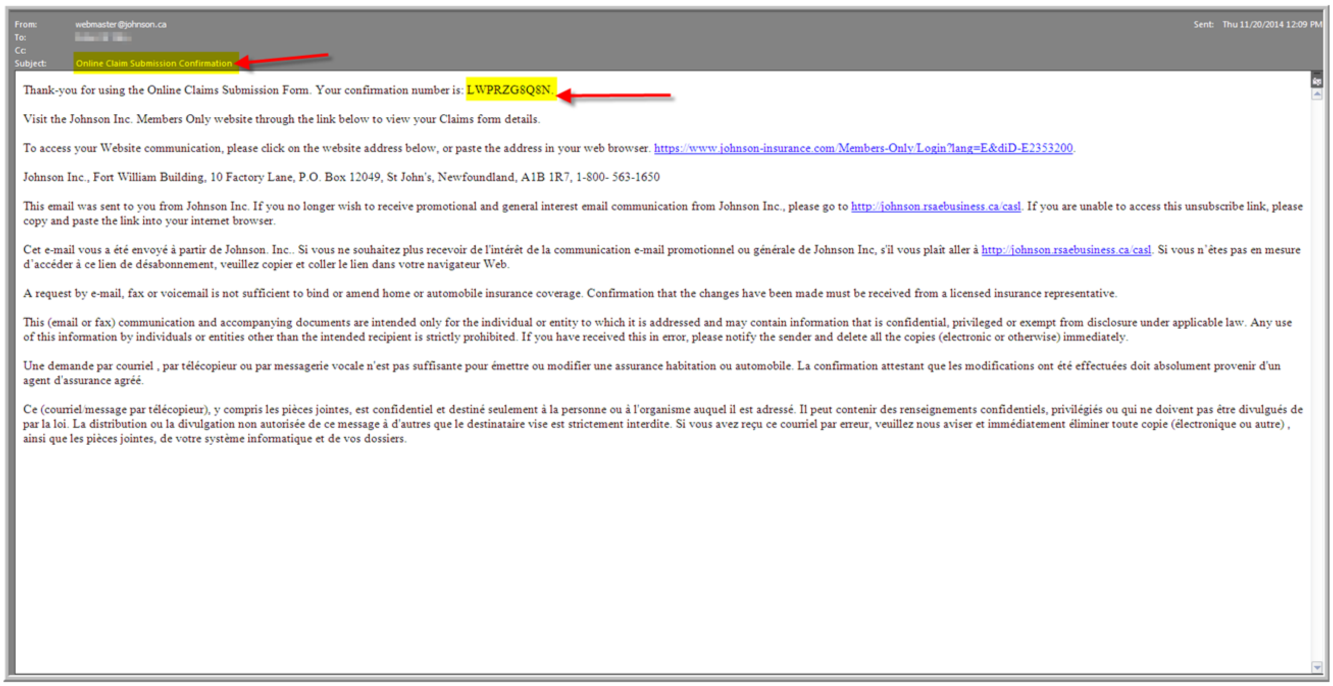
12. Notice that the file has now been successfully uploaded to this form.
13. Read the disclaimer information and tick the box to accept the conditions.
14. Click Submit and wait for a confirmation screen to pop up.



The following confirmation screen will pop up once the submission has been accepted.



The following confirmation email will appear in your inbox once the submission has been accepted as well.


From: webmaster@johnson.ca
To:
Cc:
Subject: Online Claim Submission Confirmation
Sent: Thu 11/20/2014 12:09 PM

Thank-you for using the Online Claims Submission Form. Your confirmation number is: LWPRZG8Q8N.

Visit the Johnson Inc. Members Only website through the link below to view your Claims form details.

To access your Website communication, please click on the website address below, or paste the address in your web browser. https://www.johnson-insurance.com/Members-Only/Login?lang=E&diD-E2353200.

Johnson Inc., Fort William Building, 10 Factory Lane, P.O. Box 12049, St John's, Newfoundland, A1B 1R7, 1-800- 563-1650

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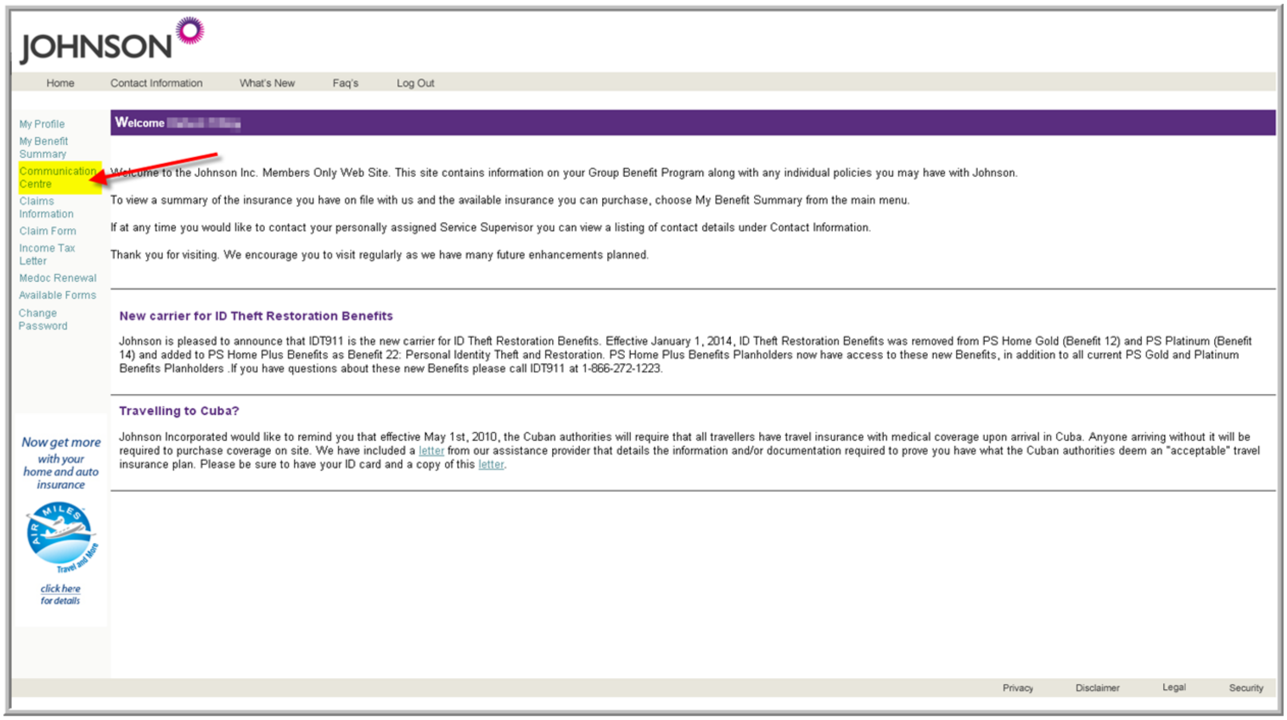
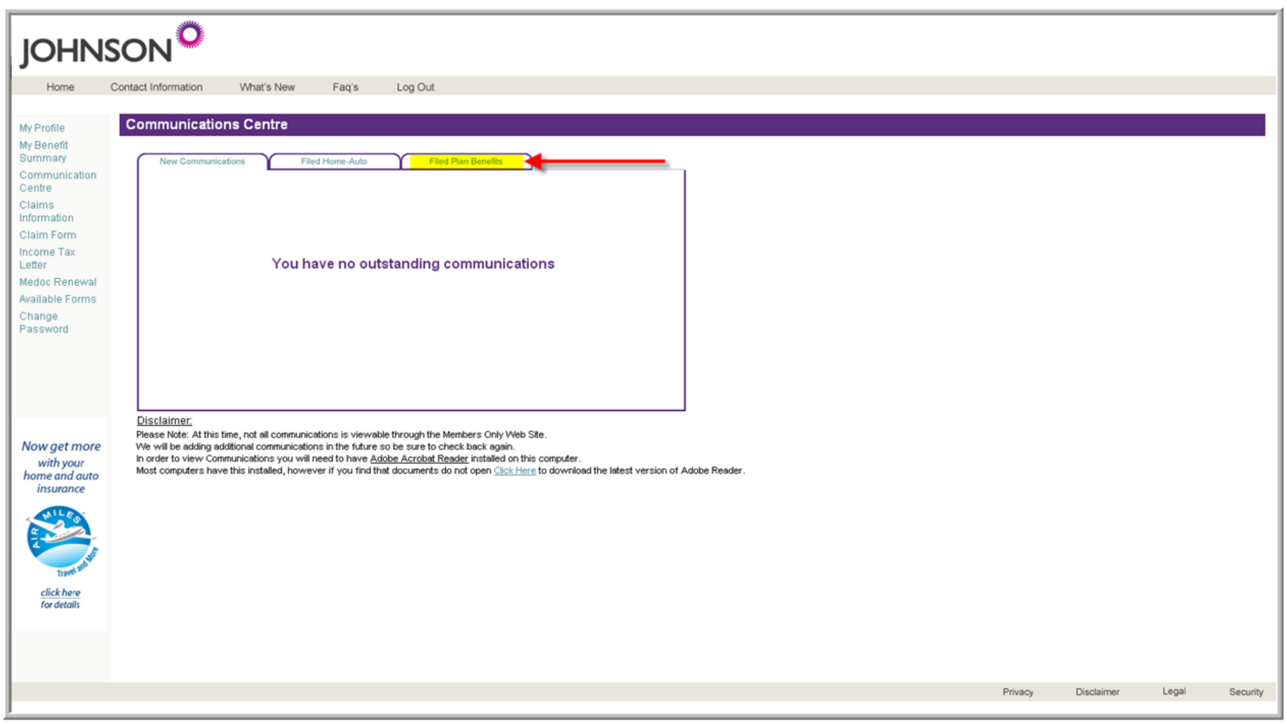
Reviewing your submitted claim(s):

1. Click on the Communications Centre link.



2. Select the Filed Plan Benefits tab.



3. Click on description #1 to see the uploaded receipt image
4. Click on description #2 to see a copy of the PDF of the completed claims form