



GroupLine

News and updates for our Great-West
Group Benefits Plan Sponsors

Great news for Manitoba plan members: out-of-country claim procedure simplified

08-19

Great-West Life plan members in Manitoba will experience faster, more efficient reimbursement of out-of-country claims thanks to a new agreement Great-West has negotiated with the government of Manitoba. All other provinces have similar agreements in place already.

The agreement means Manitoba plan members can now send their claims directly to Great-West. Until now, plan members had to first send their out-of-country claims to Manitoba Health and wait for its assessment before sending their claim information to Great-West.

Plan members can now send their claim information directly to Great-West. Plan members should include a Great-West out-of-country claim form and an authorization and assignment form, along with their bills or receipts. Once a claim is approved, Great-West will reimburse either the plan member or service provider, as applicable, for the province's share of the claim cost and the balance of expenses covered under the group plan. Great-West will recover the province's share of the claim cost directly from the province.

Retroactive to April 1

This new procedure applies to expenses incurred April 1, 2008, or later. For expenses incurred prior to this date, plan members must follow the previous procedure and send their claim to Manitoba Health first.

Materials available

A GroupLine published earlier this year (08-05: *Understanding out-of-country coverage*) provides detailed information about out-of-country claims. A plan member piece (*Planning to travel outside Canada?*) is also available. Both communication pieces have been updated to reflect this change in procedure for Manitoba plan members.

Great-West out-of-country claim forms and the authorization and assignment forms can be found at: www.greatwestlife.com/001/Client_Services/Group_Plan_Administrators/index.htm.

For more information

Please contact your benefits advisor or Great-West group representative for further information.

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