



National Farmers Union
Union Nationale des Fermiers



eProfile and Mobile App – How to- setup?



May 2016

It's only 4 easy steps to register



- ❑ First register for an eProfile claims account using a Personal Computer or on your Smart Phone
- ❑ Then you can download the GroupSource Mobile App and submit your claims with a Photo

Here's How.....

Creating Your GroupSource eProfile on a PC

Log on to www.groupsource.ca



The screenshot shows the GroupSource website interface. At the top left is the GroupSource logo. To the right is the phone number 1-800-661-6195 and a search bar. A dark blue navigation bar contains the following menu items: WHAT WE DO, OUR DIFFERENCE, SELF-FUNDED PLANS, ABOUT US, and NEWS. A dropdown menu is open under 'Contact Us', listing: Login/Booklets (with a downward arrow), Booklets, Health Claim Form, Dental Claim Form, Plan Admin, Plan Member Login (circled in red), and Plan Administrator Login. A blue callout box with a white arrow points to the 'Plan Member Login' option, containing the text 'Select Plan Member Login'. The main content area features the heading 'Employee Group Benefits Customized for Value and Sustainability' and a list of four bullet points: 'Exclusively focused on Employee Benefits', 'Beginning-to-End Service and Support', 'Easy-to-Use Online Benefits Administration System', and 'Unmatched Customer Care'. At the bottom, a paragraph states: 'For over 30 years, GroupSource has provided Canadian organizations with comprehensive, yet affordable, employee group benefits plans.'

- Or Click *Register now* using your **Smart Phone**
- You will need your OneCard and a valid email address to create your account



[Français](#)

eProfile™ Login



User Name:

Password:

[Forgot your Password/User Name?](#)

login

Not currently registered for online services?
[Register now](#)

[Tips](#) to safeguard your security

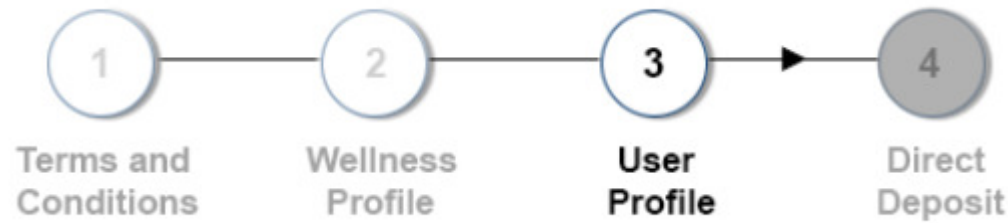
Group 123456 Certificate 295254201C

FRANK JONES
SAMPLE COMPANY

Dentist Electronic Dental Claims
 ClaimSecure Carrier ID: 610099

Pharmacist Pay Direct Drug Claims
 ClaimSecure Carrier ID: RX

It's only 4 easy steps to register



Step 3 : User Profile

Please enter your personal information below.
The information entered will be verified against our database to ensure you are eligible to view selected information

General Information			
① User Name:	<input type="text"/>	① Certificate Number:	<input type="text"/>
① Group Number:	<input type="text"/>	First Name:	<input type="text"/>
Last Name:	<input type="text"/>	Email Address:	<input type="text"/>
① Date of Birth:	<input type="text"/>		

Security Question	
① Select Security Question 1:	<input type="text" value="What is your favorite vacation destination?"/>
Answer:	<input type="text"/>



eProfile™ Registration



Step 4: Direct Deposit Information

To register for Direct Deposit, please enter all three pieces of your bank account number. This information can be found at the bottom of your cheque.

Transit <input type="text" value="12345"/> (5 digits)	Bank <input type="text" value="004"/> (min 3 digits, max 4 digits)	Toronto-Dominion Bank	Account <input type="text" value="1234567890"/> (min 1 digit, max 12 digits)
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Once you submit your direct deposit information, you will receive a confirmation email with your temporary password.

You will have 15 days to activate your account



eProfile™ Registration

Congratulations! You have completed our Online Service Registration.

Your eProfile account has been created.

Your login information will be emailed to you shortly.

It is necessary to activate your account within 15 days.





Click for
Drop Down
Menu



[Français](#)

eProfile™ Login



User Name:

Password:

[Forgot your Password/User Name?](#)

login

Not currently registered for online services?
[Register now](#)

[Tips](#) to safeguard your security

Enter your
username
and
Password



JANE PATE
Group 123456 • Certificate 123456789C



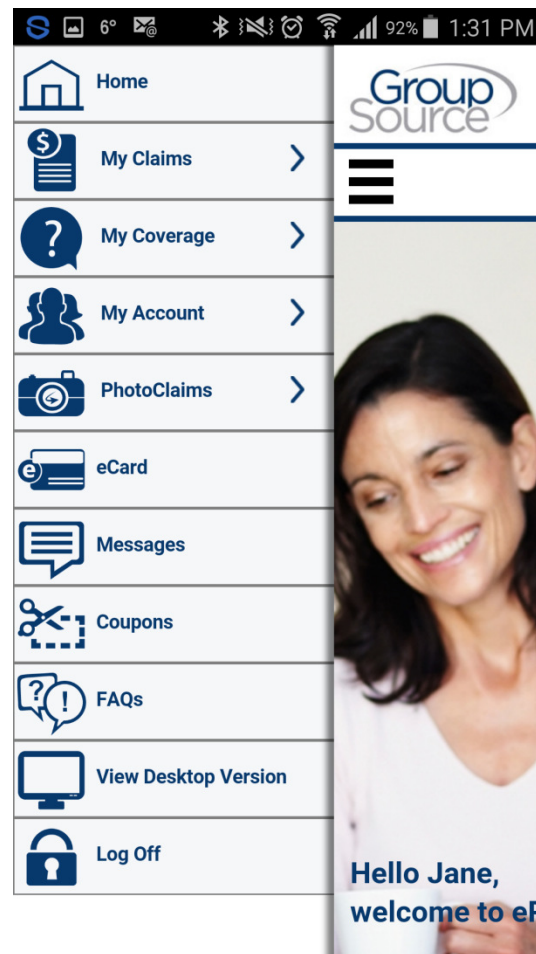
Hello Jane,
welcome to eProfile™

Options under the Drop Down Menu



- View Claims History →
- View Plan Coverage →
- Add/Change Direct Deposit →
- Submit NEW Claim →
- OneCard Information →

- Frequently Asked Questions →



You can only use PhotoClaims if Direct Deposit is set up!

View Coverage Information Examples



6° 91% 1:33 PM



JANE PATE
Group 123456 • Certificate 123456789C



EHC Coverage Information

Eligible: **Yes**

Eligible Amount: **100%**

eClaim Type: **Real Time**

Deductible: **No**

Maximum: **Chiropractor**
\$500.00 Combined ⓘ **Per Individual Per Calendar Year**
Paramedical Combined Maximum
\$750.00 Combined ⓘ **Per Individual Per Calendar Year**

Frequency: **No**

Notes: **Claim eligibility for payment is determined at the time your claim is processed. The amount payable is based on and not limited to your plan design, deductibles, percentage paid by your benefits, maximums, coordination of benefits, etc. For more details, refer to your benefit booklet or contact our [Customer Response Centre](#).**

6° 91% 1:33 PM



JANE PATE
Group 123456 • Certificate 123456789C



EHC Coverage Information

Eligible: **Yes**

Eligible Amount: **100%**

eClaim Type: **Real Time**

Deductible: **No**

Maximum: **CPAP & APAP**
\$2,500.00 Combined ⓘ **Per Individual Every 60 Consecutive Months**
Breathing Device Maximum - Lifetime
\$25,000.00 Combined ⓘ **Per Individual Per Lifetime**

Frequency: **CPAP & APAP**
1 Occurrence Every 60 Consecutive Months

Notes: **Claim eligibility for payment is determined at the time your claim is processed. The amount payable is based on and not limited to your plan design, deductibles, percentage paid by your benefits, maximums, coordination of benefits, etc. For more details, refer to your benefit booklet or contact our [Customer Response Centre](#).**

Submit a NEW Photo Claim

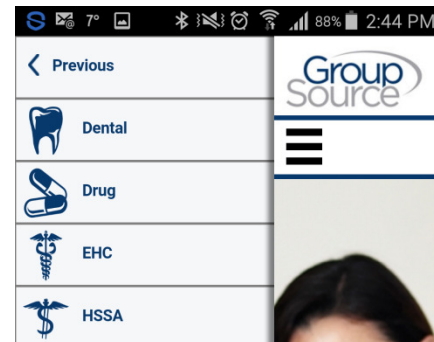


Cancel

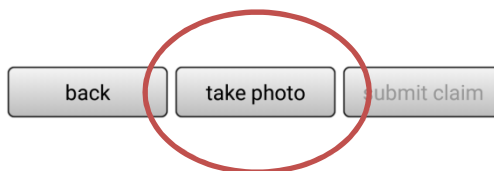
EHC Claim

Pay balance from HSSA (you have \$290.00)

- 1) Will be asked to select type of claim:
Dental, Drug, EHC or HSSA



- 2) Can take a photo or you can select to choose a photo already on your phone
- 3) Can attach multiple photos
- 4) Ensure Photo(s) looks clear/crisp prior to selecting "Submit"



Questions or Inquiries?



Phone Calgary's GroupSource Claims Department at:

1-866-862-5246

