

**SEND:  
ONLINE**

# A STEP-BY-STEP ON HOW TO SUBMIT A DENTAL CLAIM TO: CANADA LIFE

**SEND:  
BY MAIL**

## Step 1 submit a claim online

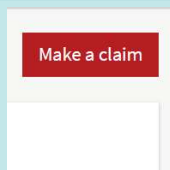
Sign in to your group plan account with Canada Life [click here](#).

Select Public Service  
Dental Care Plan



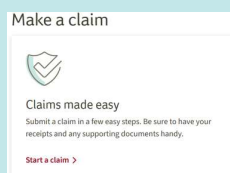
## Step 2

In the upper right-hand corner, **click** the button to "Make a Claim."



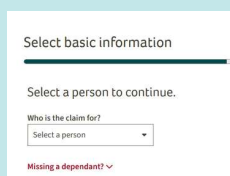
## Step 3

Click on "Start a claim" button.



## Step 4

Select the dependent you are making the claim for and **click** continue.



## Step 5

Select "Out of country" as a claim type and press continue



## Step 6

Click and download the **Dental Claim Incurred Outside of Canada**.

In the **Add claim form** section:  
Upload the completed form signed by the **MEMBER**.

In the **Add receipts and documents** section:  
Supporting documents, bills, receipts and proof of payment.

Once you upload all your documents, **click submit**. No more having to mail in your claims!

## Step 1 submit a claim by mail

Fill out the form named; Dental Claims Incurred Outside of Canada, print, and have it signed by the **MEMBER**.



[Click here](#) to access the form.

## Step 2 Attach: Receipts / Invoice(s) to your claim

**Include:** ALL relevant receipts and dental bills. Make sure the invoice/bill has the dentist's name, address, and contact information, and ALL procedures performed, in detail for each charges.

## Step 3 Attach: Proof of payment to your claim

Add the proof of payment such as a bank/credit card statement to prove you have paid for the services already.

\*This is **IMPORTANT** as, without this proof of payment, your claim will be denied.

- If not paid in CAD, indicate the exchange rate paid on your credit card statement to be reimbursed the same amount. (especially if it's a big expense.)

## Step 4 submit Claims by mail:

Ensure you have all relevant documents and mail to:  
**Dental providers outside of Quebec**  
**Winnipeg Benefit Payments**  
**PO Box 6025 Station Main**  
**Winnipeg MB R3C 3C7**



## ADDITIONAL TIPS

- It usually takes 1 month to get a claim processed. Once it's done, you'll receive a direct deposit in the bank account of your choice and Canada Life will send the reimbursement details by mail.
- Whenever possible, have your invoices/receipts written in English or French, for easier processing.
- Make a photocopy/scan of your submitted claim (all of your originals) before sending it by mail, to keep for your own records.
- Before any procedures, it is possible to send an estimate to confirm coverage by contacting customer service.
- Contact Canada life:
  - Phone: Customer service at 1-800-957-9777.
  - Email: If you prefer to contact via e-mail, login or register to **Canada life portal** for public service health and dental benefits and send your inquiry through the 'Contact' tab.

