

The image shows a screenshot of the GSC (Green Shield Canada) website. At the top left is the GSC logo with the tagline 'green shield canada'. The navigation menu includes 'Shop for Coverage', 'Plan Members', and 'Sponsors & Advisors'. On the right, there are buttons for 'Get a Quote Now', 'LOGIN', and a hamburger menu icon. A dark grey modal box is open, titled 'Register or Login for:', with a dropdown menu set to 'Plan Members' and a 'GO' button. The main content area features a woman in a black blazer and skirt, carrying a pink bag. A circular callout next to her reads: 'MEET DANIELLE. She manages drug claims. And she has five girls under 13. If you see her, please help her.' Below her is the text 'WE'RE DIFFERENT... In an awesome kind of way.' and a 'Get to know us' button. A large green banner on the right says 'GET ONLINE' with arrows on either side. Below this, it says 'Trust us. You'll wonder what you ever did without Online Services.' and a 'Find out more' button. At the bottom of the banner, it says 'Need a personalized claim form? Register/Login' with a small 'Need coverage?' button below it.

These instructions have been provided by GSC on how to review your history of claims on the GSC website. This is great for using at income tax time to help calculate your Medical Expenses.

1. Go to www.greenshield.ca
2. On the top right-hand corner of the page, click **LOGIN**
3. Keep the default selection **Plan Members** and click **GO**

WELCOME

FORGOT PASSWORD

FORGOT USER NAME

CONTACT US

WELCOME TO PLAN MEMBER ONLINE SERVICES

SIGN IN HERE

?

Forgot User Name?

?

Forgot Password?

[→ LOGIN](#)

REGISTER HERE

The registration process will not take long... all you need is a few pieces of information (like your unique ID number, registration key and date of birth). Ready?

Plan Member ID

?

Registration Key

?

[→ CONTINUE WITH REGISTRATION](#)

GET A REGISTRATION KEY

Need a registration key? You might have one already (if you can find it!). Registration keys are sent in the mail with most claim statements.

Don't know where you put them? No worries. Just click below to get your registration key (it'll only take a minute).

[→ GET A REGISTRATION KEY](#)

Unauthorized use of this website and our systems including but not limited to unauthorized entry into our systems, misuse of passwords, or misuse of any information on the website is prohibited.

4. On the login page, enter your GSC User Name and Password
 - Note: Members can register their account here if they have not already. For assistance with account registration, members can contact GSC Customer Service at **1.888.711.1119**, Monday to Friday, 5:30am to 5:30pm PST
5. Click **LOGIN**

- HOME
- CHANGE4LIFE
- MY PROFILE
- MY BENEFITS
- MY CLAIMS**
- MY SPENDING ACCOUNTS
- PLAN MEMBER SUMMARY
- DIRECT DEPOSIT
- WHAT'S NEW?
- CONTACT US
- GLOSSARY

WELCOME TO PLAN MEMBER ONLINE SERVICES

- SUBMIT A CLAIM
- SIGN UP FOR DIRECT DEPOSIT
- PRINT YOUR ID CARD
- SUBMIT A CLAIM
- PERSONALIZED CLAIM FORMS
- MY CLAIM STATEMENTS
- SEARCH MY CLAIMS HISTORY

CHANGE4LIFE™ HEALTH PORTAL

- From the member home page, on the left navigation pane, point to **MY CLAIMS**
- In the sub-menu, click **SEARCH MY CLAIMS HISTORY**

SEARCH MY CLAIMS HISTORY

Select the following information to search for your claims history by benefit.

* indicates a mandatory field

Claim Type:

Claims Paid To: * All
 Plan Member
 Service Provider

Plan Member:

Benefit: * All Benefits
 Dental
 Drug
 Extended Health Services (EHS)
 Health Care Spending Account
 Non-Health/Personal Spending Account

Display by:
(Based on Service Date of Claim)

[→ DISPLAY CLAIMS INFORMATION](#)

8. In the **SEARCH MY CLAIMS HISTORY** page, in the **Claim Type** drop-down menu, leave the default selection as **Claims**
9. In the **Claims Paid To** section, leave the default **All**
 - Note: Members can look at just claims paid to **Plan Member** (themselves), but this will not provide full information for income tax purposes
10. In the Benefit section, check all that apply
 - As the screenshot is taken from a demo, **Health Care Spending Account** and **Non-Health** show up as options. Retirees should only see **Dental**, **Drug** and **Extended Health Services** as options.
11. In the **Display by** drop-down menu, select a date range for which you want history
12. Click **DISPLAY CLAIMS INFORMATION**

HOME

CLAIMS INFORMATION – SEARCH RESULTS

Searched for: Claim Type: Claims
 Participant: 00: CANADA, JOE
 Line of Business: Dental, Extended Health Services
 Period: Jan 01, 2016 to Apr 28, 2016
 Paid to: Plan Member, Service Provider



	Dental	Extended Health Services								
	Service Date	Claim Form Number	Service Description	Claimed Amount (\$Cdn)	Other Paid Amount (\$Cdn)	Paid Amount (\$Cdn)	Copay/Deductible	Payment Date	Paid To	
1	Jan 15 2016	341853667	SCALING, 15 MINJTES	\$28.00	\$0.00	\$22.40	\$5.60	Jan 20, 2016	Plan Member	
2	Jan 15 2016	341853667	SCALING, 15 MINJTES	\$28.00	\$0.00	\$22.40	\$5.60	Jan 10, 2016	Plan Member	
Totals:				\$56.00	\$0.00	\$44.80	\$11.20			

→ TRY NEW SEARCH → SEND INQUIRY → CLEAR CHECKMARKS

Do you need a statement to send to your secondary insurance carrier?

- For claims paid to the plan member, please click the **My Claim Statements** link located under My Claims on the left-hand menu.
- For claims paid to the service provider, please select the necessary claim(s) by clicking the corresponding check boxes above. Next, click the **Co ordination of Benefits Statement** button below to generate a printer friendly statement. (Please note: Claims paid to the plan member will not be displayed if they are checked.)

→ CO-ORDINATION OF BENEFITS STATEMENT

- The resulting history will display paid claim lines within the date period selected
- History displays submitted, eligible, paid and deductible amounts
- Amounts are totaled at the bottom
- At the top-left corner of the results, you can toggle between the benefit categories selected on the previous page (i.e. Dental, Drugs, Extended Health Services). The results do not display for all benefit categories combined in one list.
- At the top-right corner of the results, you can click the printer icon to print the results.