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**

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**

gsc
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plan member online services

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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

RED?

HANGE4LIFE™ HEALTH PORTAL

6.   From the member home page, on the left navigation pane, point to **MY CLAIMS**

7.   In the sub-menu, click **SEARCH MY CLAIMS HISTORY**

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**

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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.