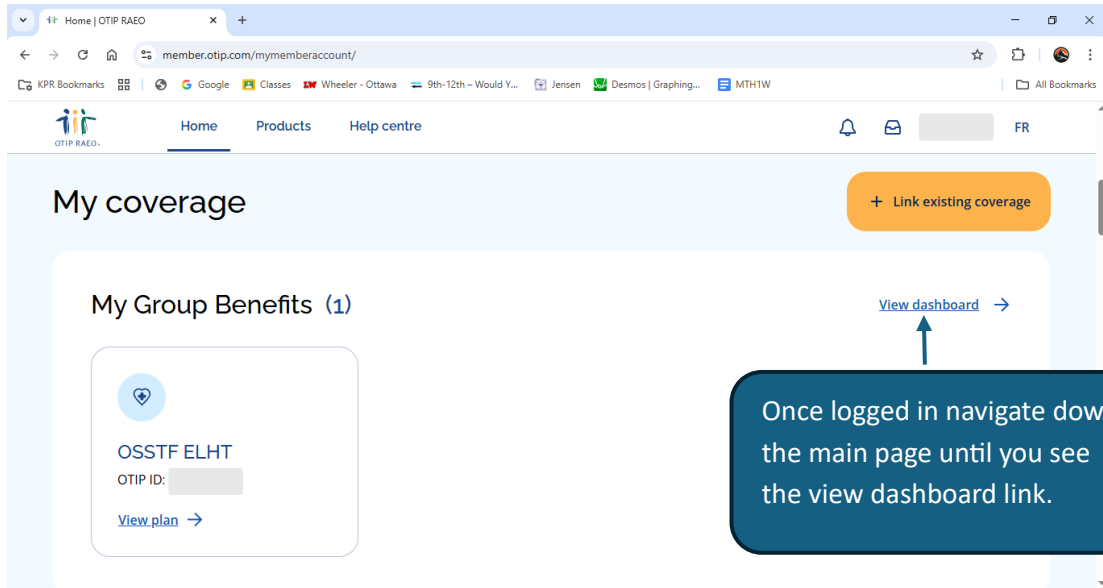


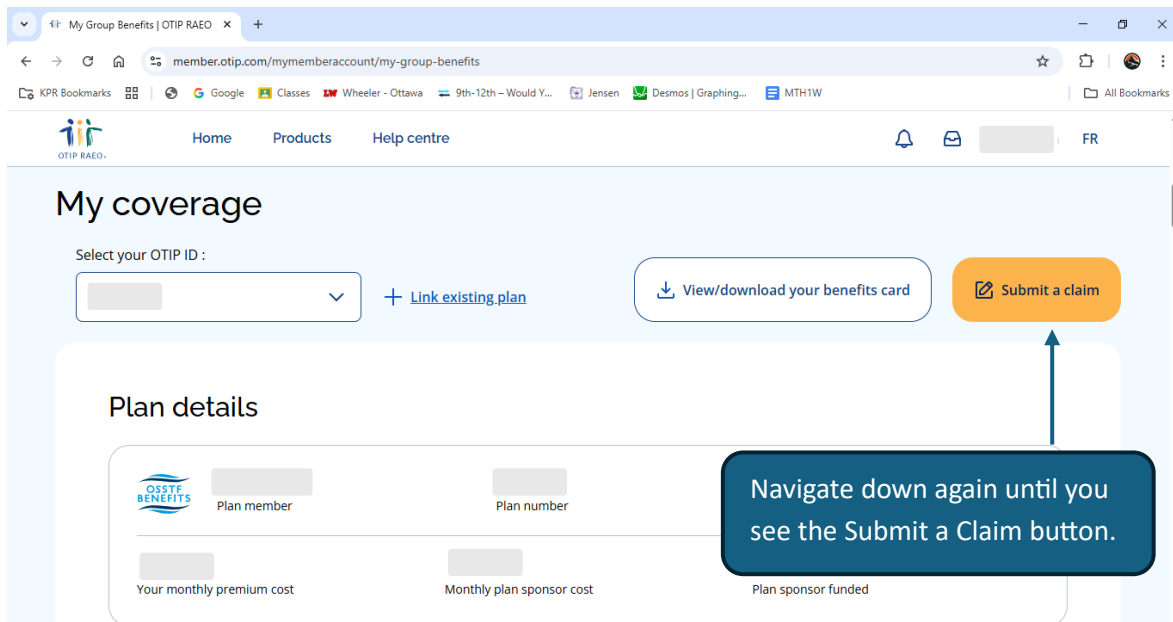
Submitting a Claim

The following are step-by-step directions on how to submit your claim for Psychotherapy services provided by Thrive Canada.

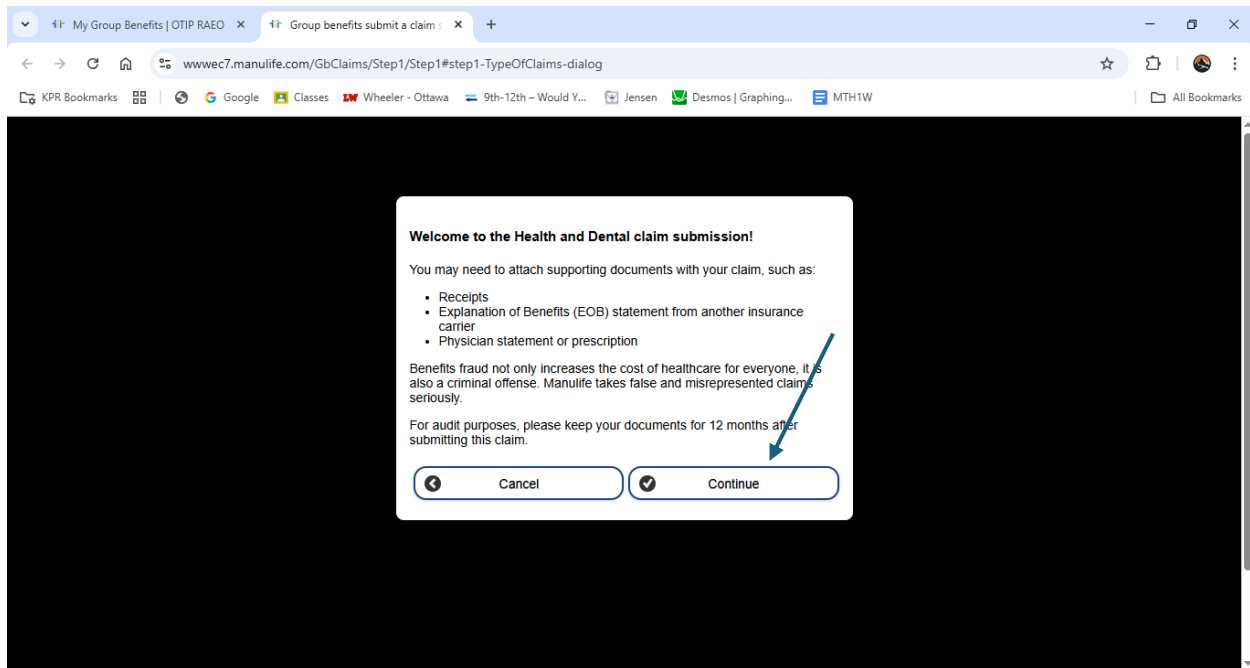
Step 1 – Go to the Portal dashboard (<http://member.otip.com/mymemberaccount>)



Step 2 – Select Submit a Claim



Step 3 – Select Continue



My Group Benefits | OTIP RAE0 x Group benefits submit a claim x

wwwec7.manulife.com/GbClaims/Step1/Step1#step1-TypeOfClaims-dialog

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Welcome to the Health and Dental claim submission!

You may need to attach supporting documents with your claim, such as:

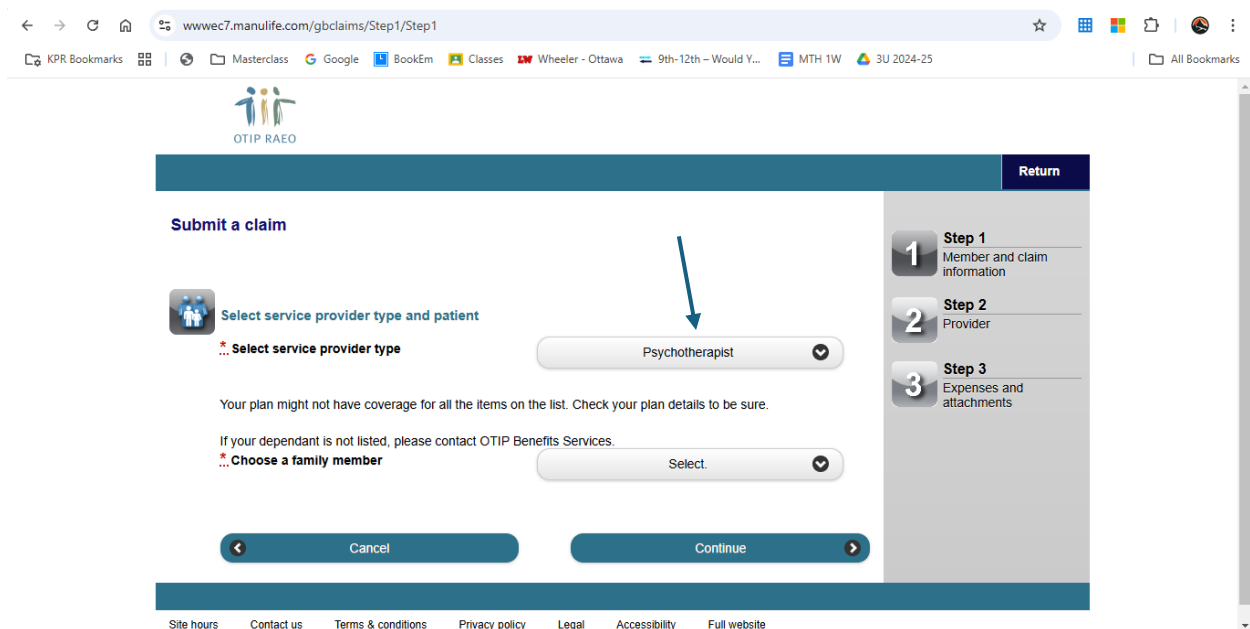
- Receipts
- Explanation of Benefits (EOB) statement from another insurance carrier
- Physician statement or prescription

Benefits fraud not only increases the cost of healthcare for everyone, it's also a criminal offense. Manulife takes false and misrepresented claims seriously.

For audit purposes, please keep your documents for 12 months after submitting this claim.

Cancel Continue

Step 4 – Chose Psychotherapist



wwwec7.manulife.com/gbclaims/Step1/Step1

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OTIP RAE0

Return

Submit a claim

Select service provider type and patient

*** Select service provider type**

Psychotherapist

Your plan might not have coverage for all the items on the list. Check your plan details to be sure.

If your dependant is not listed, please contact OTIP Benefits Services.

*** Choose a family member**

Select.

Cancel Continue

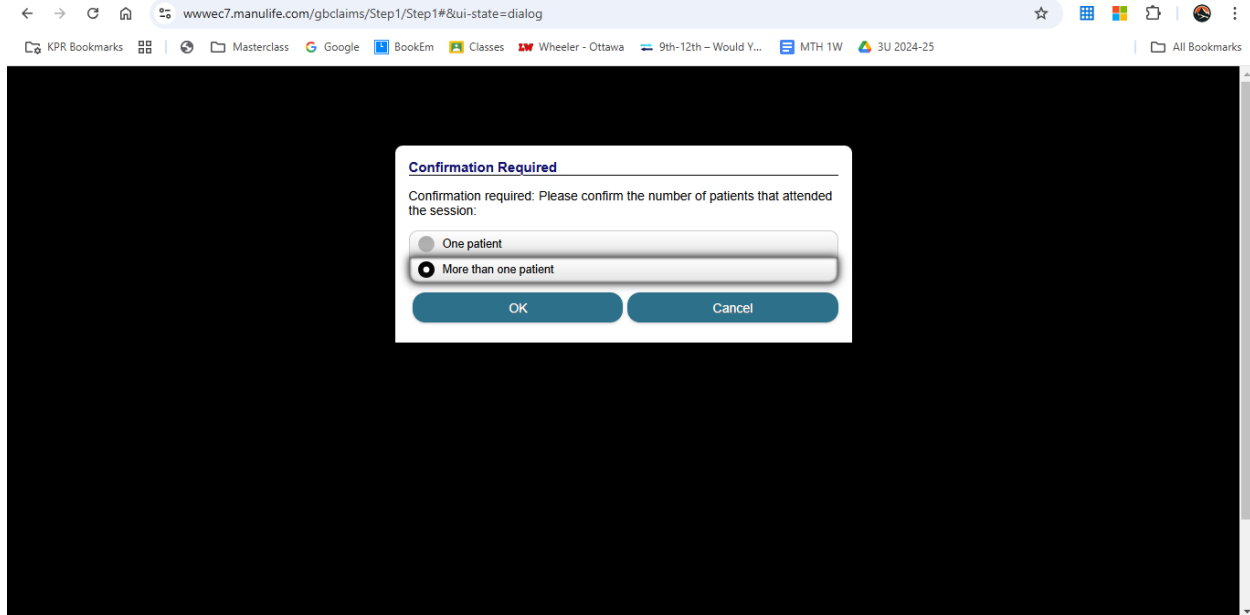
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Step 1 Member and claim information

Step 2 Provider

Step 3 Expenses and attachments

Step 5 – Select More than one patient for the group sessions.



wwwec7.manulife.com/gbclaims/Step1/Step1#&ui-state=dialog

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Confirmation Required

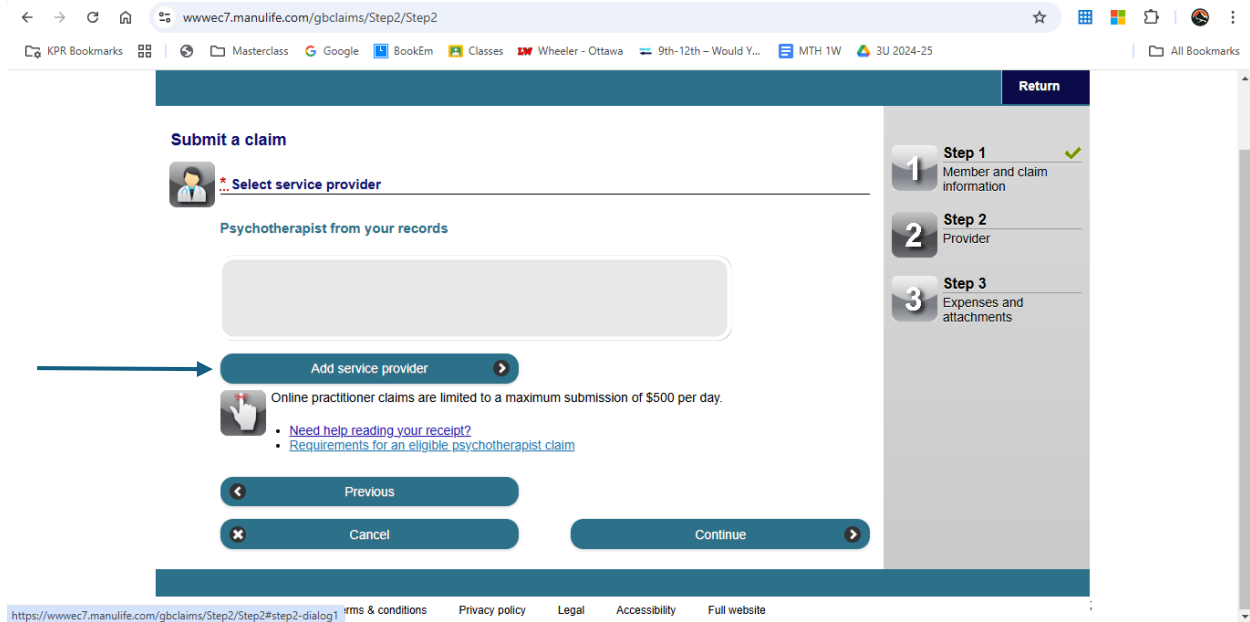
Confirmation required: Please confirm the number of patients that attended the session:

☐ One patient

☒ More than one patient

OK Cancel

Step 6 – Choose Add Service Provider




wwwec7.manulife.com/gbclaims/Step2/Step2

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Return

Submit a claim

 **Select service provider**

Psychotherapist from your records

Add service provider

 Online practitioner claims are limited to a maximum submission of \$500 per day.

- [Need help reading your receipt?](#)
- [Requirements for an eligible psychotherapist claim](#)

Previous **Cancel** **Continue**

Step 1 Member and claim information ✓

Step 2 Provider

Step 3 Expenses and attachments

<https://wwwec7.manulife.com/gbclaims/Step2/Step2#step2-dialog1> Terms & conditions Privacy policy Legal Accessibility Full website

Step 7 – Choose Province as Ontario and Registration Number as 18813.

wwwec7.manulife.com/gbclaims/Step2/SearchVisionParaMedServiceProvider

Return

Select service provider

Search service provider

Review your receipt and enter your provider's information below. You must select the province and complete at least one more field to continue.

* Province of service: Ontario

Postal code (A1A 1A1):

Registration number: 18813

Provider's phone number:

Reset Search

Back

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Step 8 – OTIP and Manulife are currently updating the system, so it may be a few weeks until you are able to find Helen Scott and Thrive Canada. Until it is updated you will get a message that No Psychotherapists results have been found. You can still claim your expense by clicking the Can't find my provider link as highlighted below.

wwwec7.manulife.com/gbclaims/Step2/SearchVisionParaMedServiceProvider

Return

Select service provider

Search service provider

Review your receipt and enter your provider's information below. You must select the province and complete at least one more field to continue.

* Province of service: Ontario

Postal code (A1A 1A1):

Registration number: 18813

Provider's phone number:

Reset Search

Back

[Can't find my provider](#)

<https://wwwec7.manulife.com/gbclaims/Step3/RaiseAttachmentFlag?target=Step3>

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Step 9 – On the next page:

- Enter the service date from the receipt
- Enter the total charge from the receipt.
- Select “No” for physician’s referral.
- Upload the receipt and submit.

The screenshot shows a web browser window with the URL wwwec7.manulife.com/gbclaims/Step3/Step3. The browser's address bar and tabs are visible at the top. The main content area is titled "OTIP RAEQ" and features a "Return" button in the top right corner. The form is for "Provider not listed" and includes the following fields:

- * Service Date(MM/DD/YYYY)**: A date input field with a calendar icon, showing "MM/DD/YYYY".
- * Total Charges**: A text input field with a clear button (X).
- * Did you receive a physician's referral for this expense?**: Two radio buttons labeled "Yes" and "No".

Below the form fields, there is a section titled "Attach an invoice with your claim. The invoice must have:" followed by a bulleted list:

- the patient's name
- the date of service
- a description of the service

A note below the list states: "Before you submit your files, make sure you aren't missing anything. If your claim doesn't have all the information needed, we may ask you to resubmit your claim."

At the bottom of the form, there are two links: "Attachments" and "Need help attaching your documents?".

On the right side of the form, there is a vertical sidebar showing the progress of the claim submission process:

- 1 Step 1** ✓ Member and claim information
- 2 Step 2** ✓ Provider
- 3 Step 3** Expenses and attachments