

WHY EQUITABLE LIFE?

We're investing in technology to make benefits easier

Technology doesn't stand still, and neither does your business. Equitable Life® continually invests in technology to make things easier for you and your plan members. When you spend less time administering group benefits, you can focus on what matters most.

Information at your fingertips

Take the waiting out of group benefits administration. Our online portals for plan administrators and plan members give you and your plan members instant access to information. Instead of printing and mailing forms, plan administrators can make real time updates at their convenience. Plan members have secure access to their claims history, explanation of benefits and coverage details from their computer or mobile device. They also gain access to Equitable HealthConnector®, our suite of services to help employees stay healthy and productive.

Faster claims processing

Submitting claims with Equitable Life is fast, easy and secure. Our EZClaim® tool allows plan members to submit health and dental claims online or through our mobile app and receive payments directly to their bank account via direct deposit. Paramedical providers can submit claims directly from their office through theclaimsXchange® Provider Portal.

Reduced Workload

The benefits enrolment period can be overwhelming. It's challenging to ensure all plan members complete the necessary paperwork before the enrolment deadline. That's why we've developed a secure, online plan member enrolment experience. The user-friendly interface reminds them to enroll in just minutes from a computer or mobile device. This reduces the coordination effort for administrators.



Highlights

91%

Of health claims are submitted electronically*

3 days

Processing time for most eligible online claims. Sometimes as little as 24 hours!*

24/7

Access to our Plan Administrator and Plan Member online portals

\$0

No additional cost for any group to use Online Plan Member Enrolment

*Equitable Life data from January – March 2019

WHY EQUITABLE LIFE?

Digital tools making it easier to do business with Equitable Life

Online Portal – EquitableHealth.ca

Our secure site for plan administrators and plan members gives 24/7 access for plan administrators to update plan information, and for plan members to view and submit claims.

Plan administrators

- Administer the plan at your convenience online
- Changes are immediately reflected at the policy, division/class or individual plan member level

Plan members

- User-friendly interface makes claims history, explanation of benefits and coverage details available from the homepage
- Provides the ability to upload documents securely, avoiding the hassle and time delays of regular mail
- Includes health and wellness resources and announcements, tips and reminders

EZClaim

Submitting health and dental claims is easy, fast and secure with EZClaim Online and our EZClaim Mobile app.

- Plan members can submit claims and view claims and coverage details securely from their computer or mobile device
- Your plan member's benefits card is always with the member through our mobile app
- Most claims are processed within 3 business days; some in as little as 24 hours.

theclaimsXchange®

theclaimsXchange makes payment more convenient for vision care and paramedical practitioners.

- Providers submit claims to Equitable Life following treatment
- Equitable Life processes the claim and pays the provider directly to their bank account
- The plan member only pays the balance not covered

Online Plan Member Enrolment

Online Plan Member Enrolment simplifies the onboarding process for both plan administrators and plan members.

- Plan members can enrol online from their computer or mobile device
- Automatic emails remind plan members to enrol before the deadline
- No more chasing plan members for documents, or completing mountains of paperwork

theclaimsXchange® is a registered trademark of NexgenRx Inc.



1831 [2020/06/30]

📍 The Equitable Life Insurance Company of Canada 📞 1.800.722.6615 🌐 www.equitable.ca