

Managing Your Healthcare Spending Account Online

To access your HCSA online, you will need to access the Manulife Plan Member website. If you have not previously registered for website access, you will need to set up your Manulife ID. You can find support on how to do so here: [Group Benefits Manulife ID support](#)

Checking your HCSA balance online

You can view your Health Care Spending Account (HCSA) balance right from the homepage of the Plan Member website. Balances are also available in the Manulife Group Benefits Mobile App.



Requesting top up for a claim submitted by a pharmacy, dental office or paramedical practitioner

If you would like to have the remaining balance of a provider submitted claim reimbursed through your HCSA, you can do this from the homepage of the Plan Member website. Practitioners are unable to submit claims on your behalf to your HCSA.



CLAIMS HISTORY	COVERAGE & BALANCES						
Claim type	Service date	Status	Submitted	Paid	Pay from HCSA	Statement	Questions
Family member							
Physiotherapy							
Periodontic							
Contact Lenses							

Top up from your healthcare spending account?

You can use your healthcare spending account to reimburse what is remaining from a claim submission.

Send the unpaid part of this claim to my HCSA

Submit

Requesting HCSA top up when submitting a claim through the Manulife website

For claims that have not been submitted directly to Manulife by your provider, you will follow the same process for submitting a Health or Dental claim to also submit a claim using your HCSA by selecting the applicable option at the start of the online claim submission process:

Select, 'Submit a claim'

The screenshot shows the Manulife website interface. At the top left is the Manulife logo. To the right are utility buttons for messages (with a red notification icon), language (FR), and Logout. Below this is a dark green navigation bar with links for Home, My benefits, Claims, Forms, Wellness centre, My profile, and Contact us. The main content area features a personalized greeting: 'Hi, Welcome to your group benefits site.' Below this is a promotional banner for Manulife Vitality Group Benefits, featuring a smiling man and the text: 'Know your health. Improve your health. Enjoy the rewards. See how Manulife Vitality Group Benefits can help you!'. At the bottom of the banner are three small circles. Below the banner is a row of four green buttons: 'Submit a claim' (highlighted with a red box), 'My benefits card', 'Sign up for Manulife Vitality', and 'Send documents'.

A disclaimer will come up reminding you about the potential to provide supporting documents and to hold on to your documents up to 12 months for audit purposes.

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 is 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.



Next, you will have the option to select to have a claim paid from your HCSA. Note that all claims must go through your core Health or Dental and Coordination of Benefits (example: spousal plan) first, before being considered under your HCSA.



*** Reimburse my claim from:**

my Health or Dental plan

my Health or Dental plan first, and any remaining balance from my Health Care Spending Account

From there, you will enter in the details of your service provider.

*** Select service provider**

Add service provider



Online practitioner claims are limited to a maximum submission of \$1400 per day.

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

Lastly, you will add the expense details and be asked to accept the terms, conditions & authorization before submitting.

*** Enter the expenses and submit**

[Need help reading your receipt?](#)

No expenses added so far

Add Expense

Terms, conditions & authorization

I certify that the information provided for the claim(s) being submitted is true, accurate and complete and that I, my spouse and/or my dependants have received all goods or services claimed.

I understand and acknowledge that:

- Manulife may reassess my claim(s) being submitted at any time including but not limited to, any circumstance where the information on a receipt differs from my claim(s) being made;
- My submission of any claim(s) investigated and determined by Manulife to be false or misrepresented will be reported, together with any relevant information including evidence resulting from the investigation, to my plan sponsor and/or my employer, including its agents, and the appropriate law enforcement agency;
- Manulife will pursue the recovery of any money that has been obtained improperly through false or incorrect claim submission.
- I understand that I am required to keep the original claim receipt, EOB (explanation of benefits) from other carriers, and any other supporting documentation for 12 months following the date of this online claim submission for audit purposes. These documents could be requested at any time during this period.

Please read and agree with the [terms, conditions](#) and [authorization](#).

- By clicking the I Agree button you are deemed to have read, understood and agreed to all of these Terms and Conditions.

I have read and agree with the terms, conditions and authorization.

Previous

Cancel

Submit

HCSA claims can also be submitted through the Manulife Group Benefits Mobile App by following the steps through 'Submit a claim'.

Please, note that claims that are submitted to run through your core Health and Dental first and your HCSA secondly will not be processed simultaneously. Once the claim is processed through your Health or Dental it will be processed through your HCSA a few days later. There is no need to resubmit if you have already requested the remaining unpaid amount be reimbursed from your HCSA.

If you have any questions regarding the Health Care Spending Account rules, eligible expenses or how to submit claims, please contact Manulife Group Benefits Customer Service at 1-800-575-2200.