MDM Web Portal & Mobile App Overview

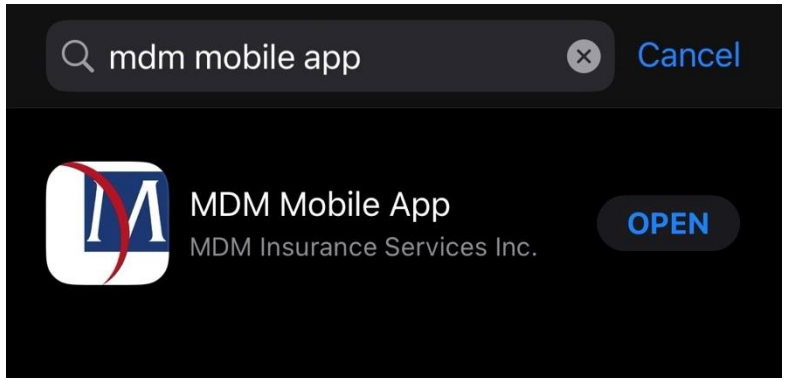
MDM Insurance Services Inc.

Claims Submissions Made Easy

- Healthcare professionals can submit electronic claims quickly and easily on behalf of patients through the Telus Health eClaims service
- Dental offices and pharmacies can submit claims electronically
- Claims can be submitted manually via email, fax or mail
- Claims can be submitted by members via the Mobile App or through the Online Portal

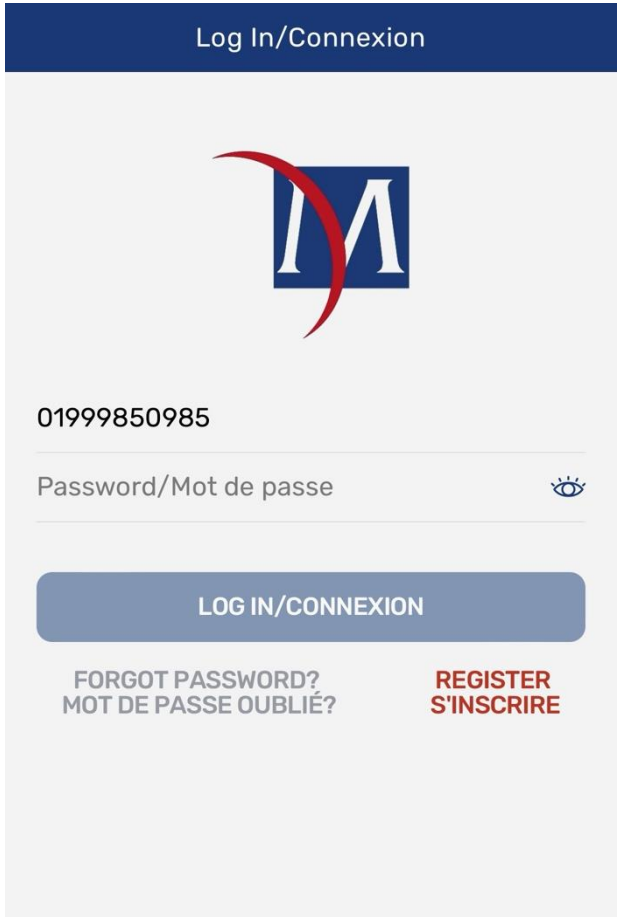
MDM Mobile App

- The MDM Mobile App is available for anyone covered by an MDM employee benefit plan. It is available for download in the Apple App Store or Google Play.
- The App is available in English and French.



MDM Mobile App

- Members log in using their personal Access ID and the same password used to log into the Online Web Portal
- Members must log into the web portal first to change their temporary password before logging into the Mobile App.



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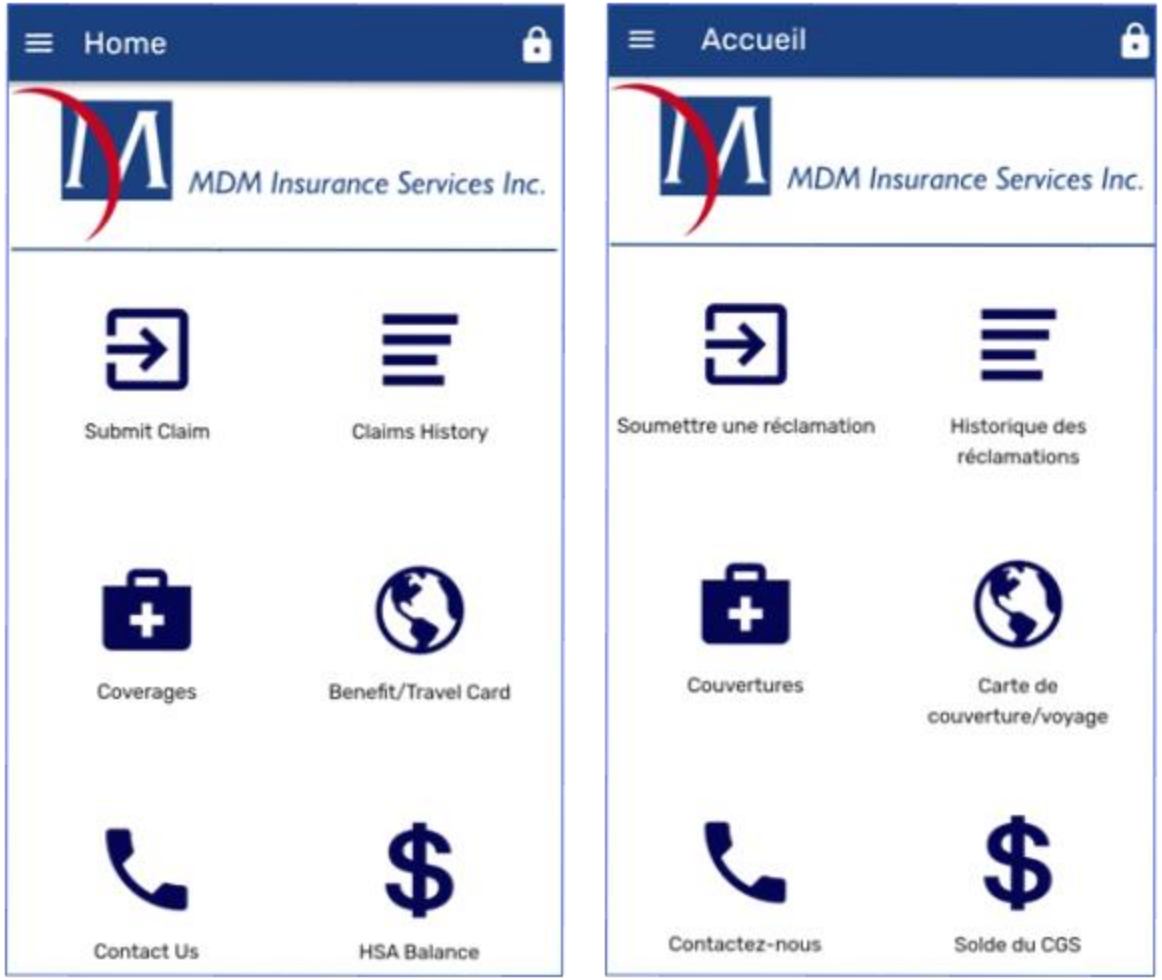
Mobile App

With **MDM's Mobile App**, members can:

- Submit a claim
- Search benefit details
- View benefit usage history
- View past claims
- View your electronic coverage card
- View their HSA balance if applicable



MDM Mobile App

- Members will always have quick and easy access to their coverage card when using the mobile app

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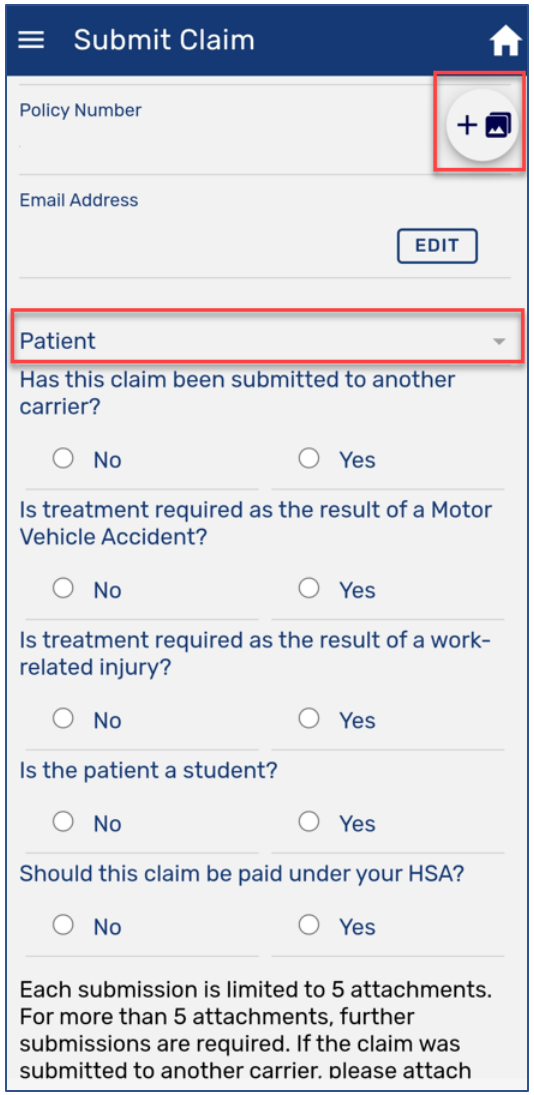
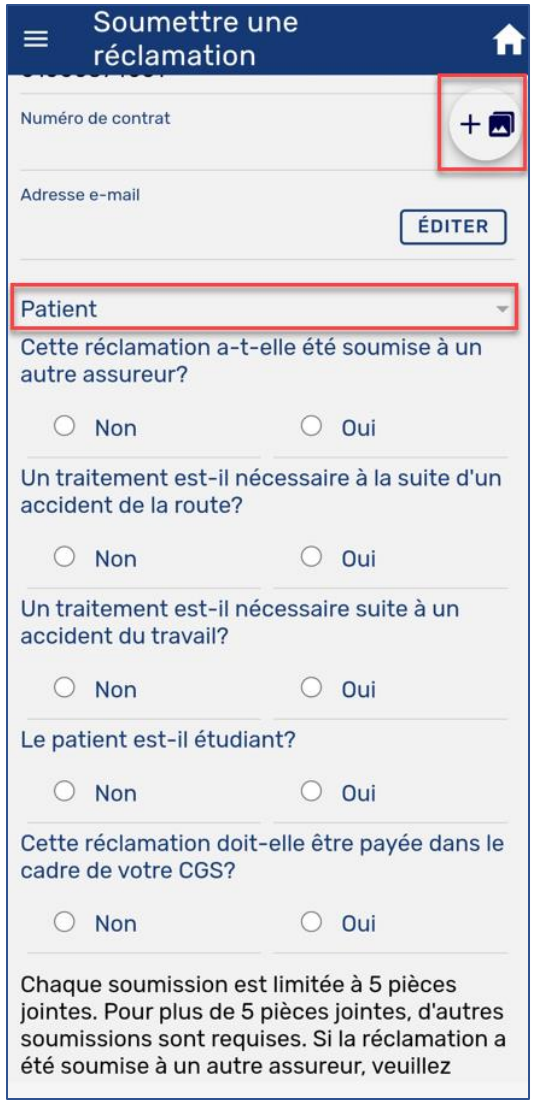
Mobile App

When submitting claims through the mobile app, no claim form is required. Simply select the patient, answer the “Yes and No” questions and upload pictures of your receipts.





In order to reimburse your claims quickly and efficiently, please ensure your pictures are clear and nothing is obstructing any pertinent information on the receipt.

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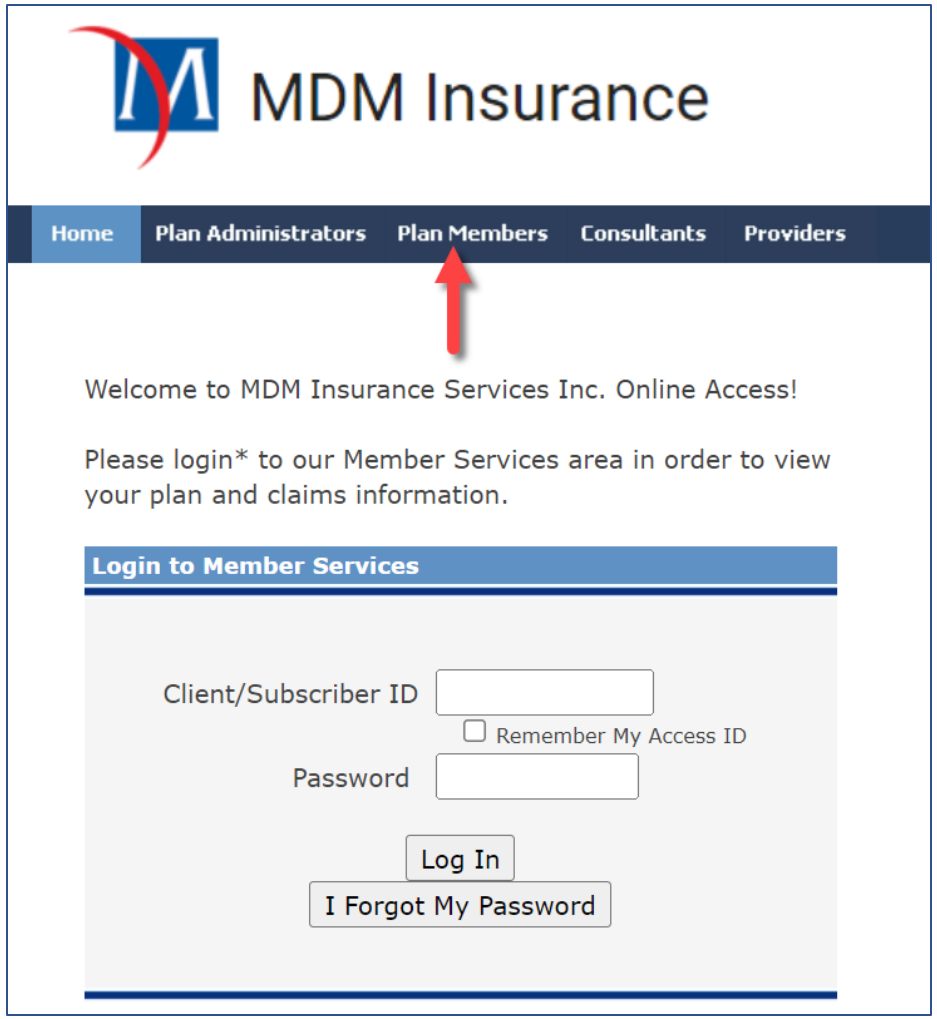
Member Web Portal

When logging into the Web Portal, ensure that you are logging in as a "**Plan Member**".



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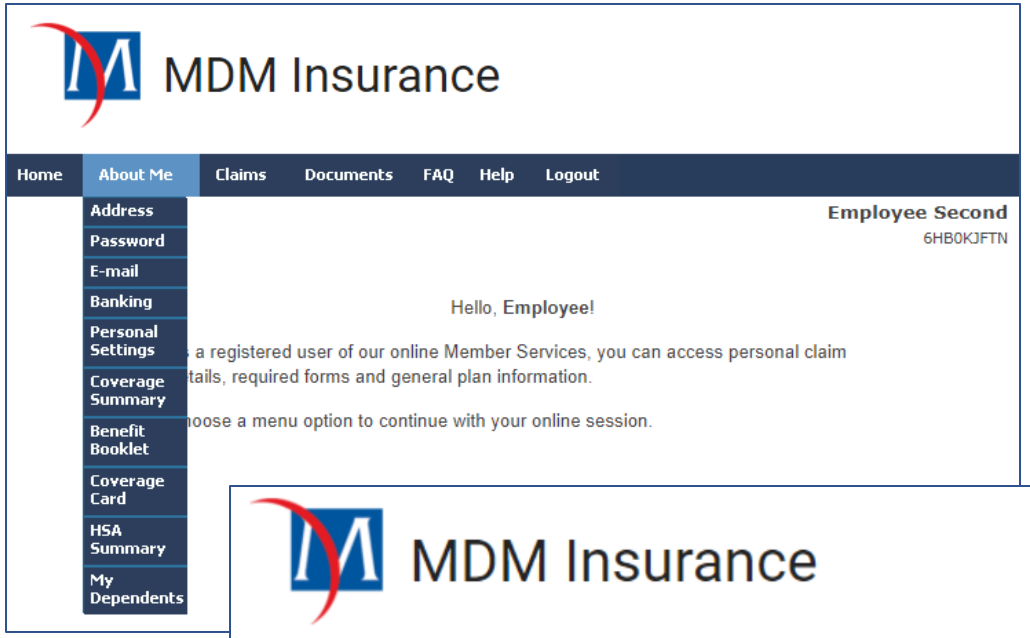
Claims Submissions Made Easy

The **Member Portal** can be used to update personal information and view plan details under the “About Me” tab.

- Address
- Banking
- Beneficiary
- Coverage Summary
- PDF version of Coverage Card & Benefit Booklet

** Any changes that affect coverage, including addition of dependents, cannot be completed online by the member and must be communicated to your Plan Administrator.



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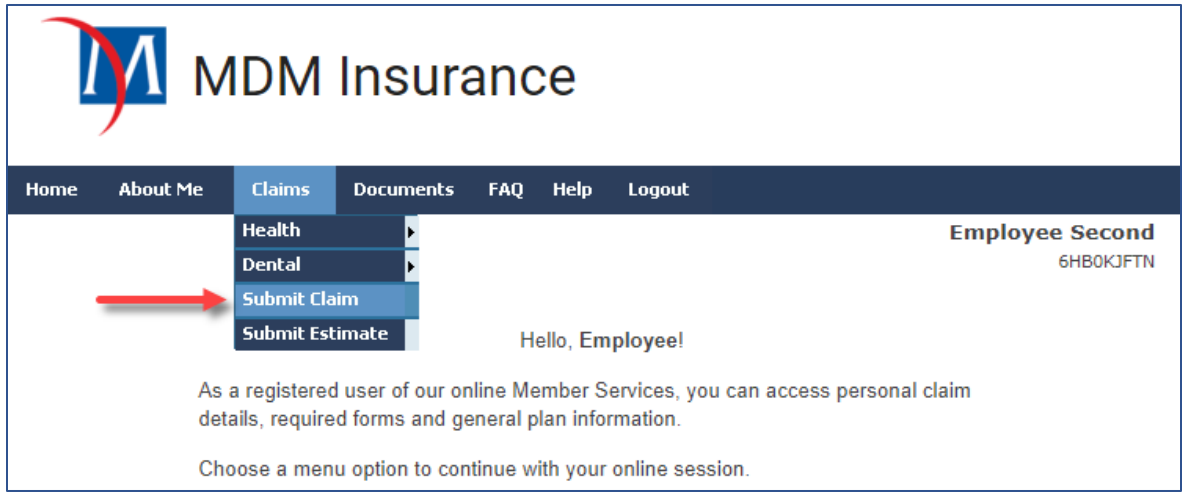
Claims Submissions Made Easy

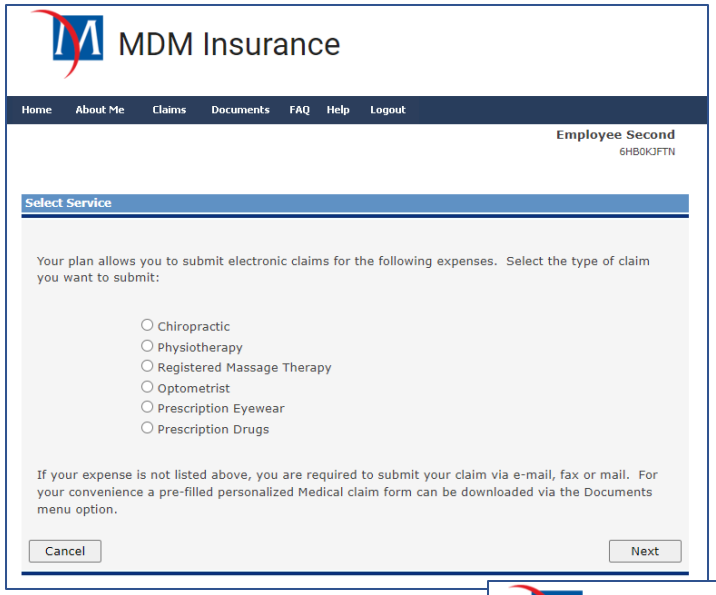
The **Member Portal** can be used to submit **Health** and **Dental** claims online

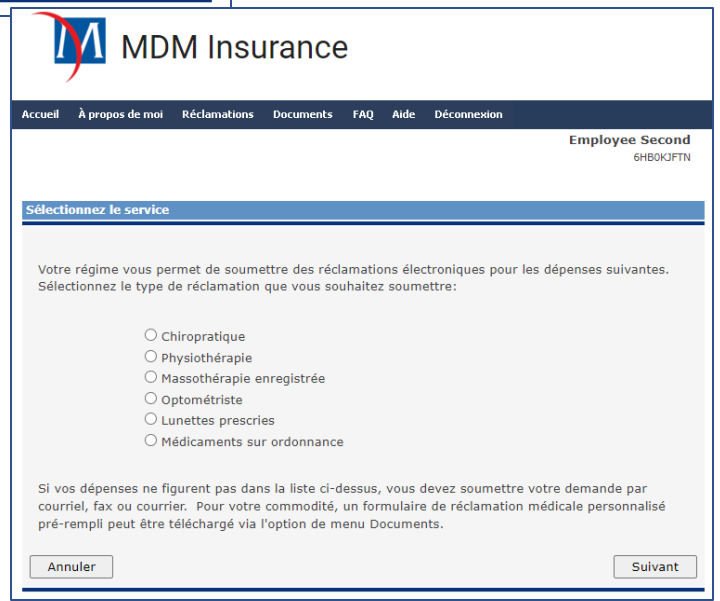


Health Claims Submission Made Easy

The **Member Portal** can be used to submit Extended Health Care claims such as:

- Chiropractic
- Physiotherapy
- Registered Massage Therapy
- Optometrist
- Prescription Eyewear
- Prescription Drugs





If the practitioner or service is not listed on the website, please submit those claims via the app, email, fax or mail.

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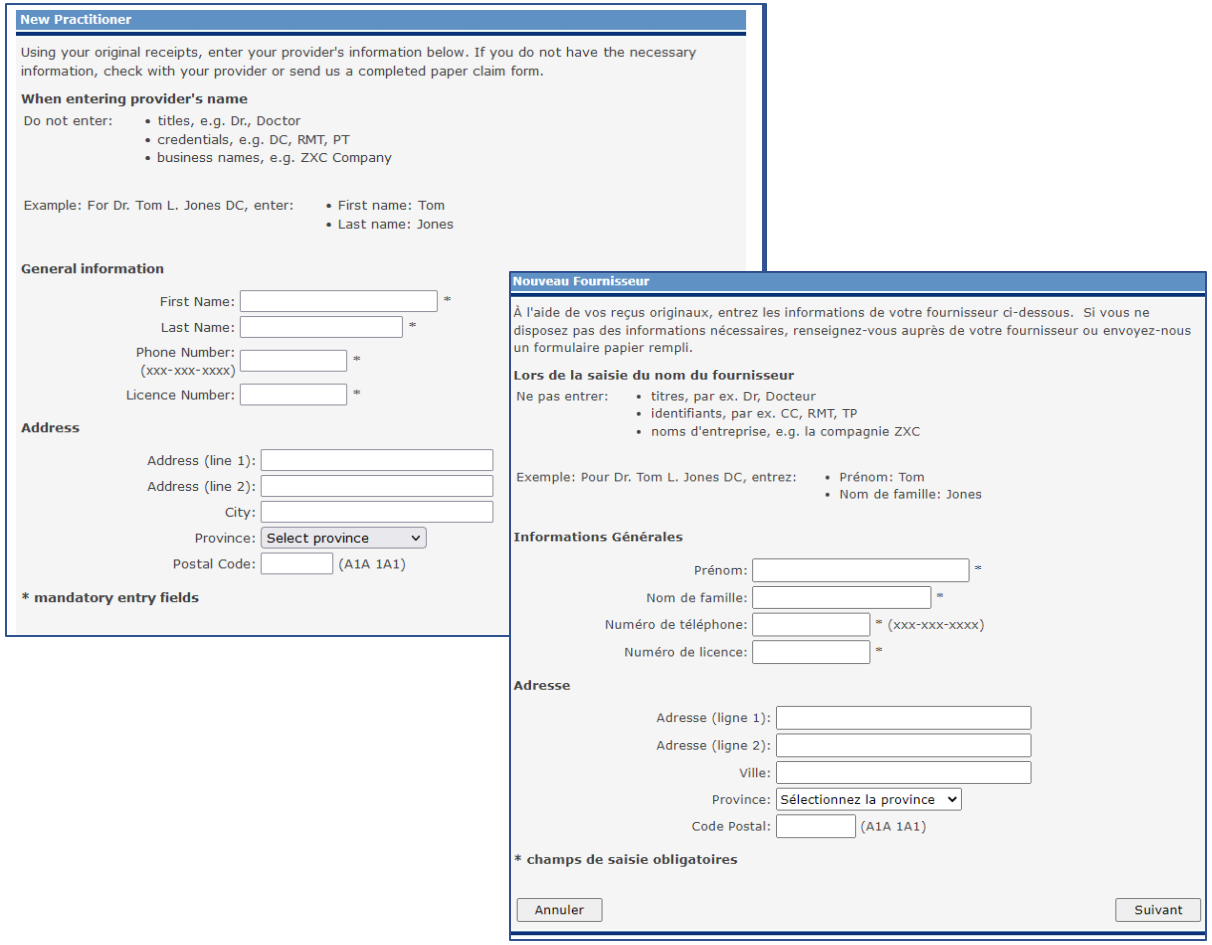
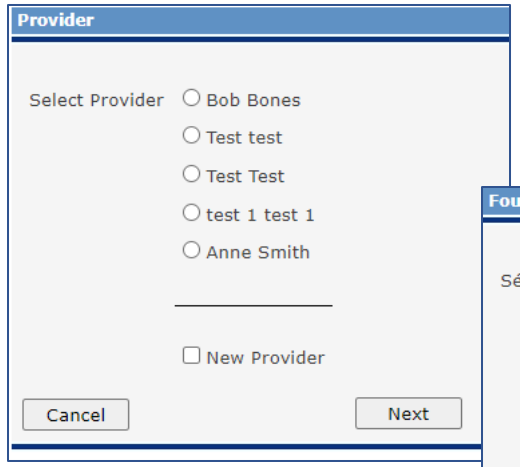
Health Claims Submission Made Easy

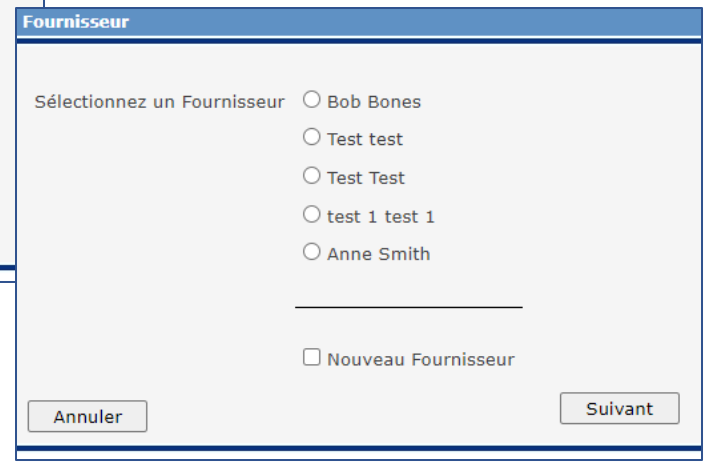
When submitting an Extended Health Care claim you can either:

Enter a new practitioner



Select a practitioner you have previously claimed for





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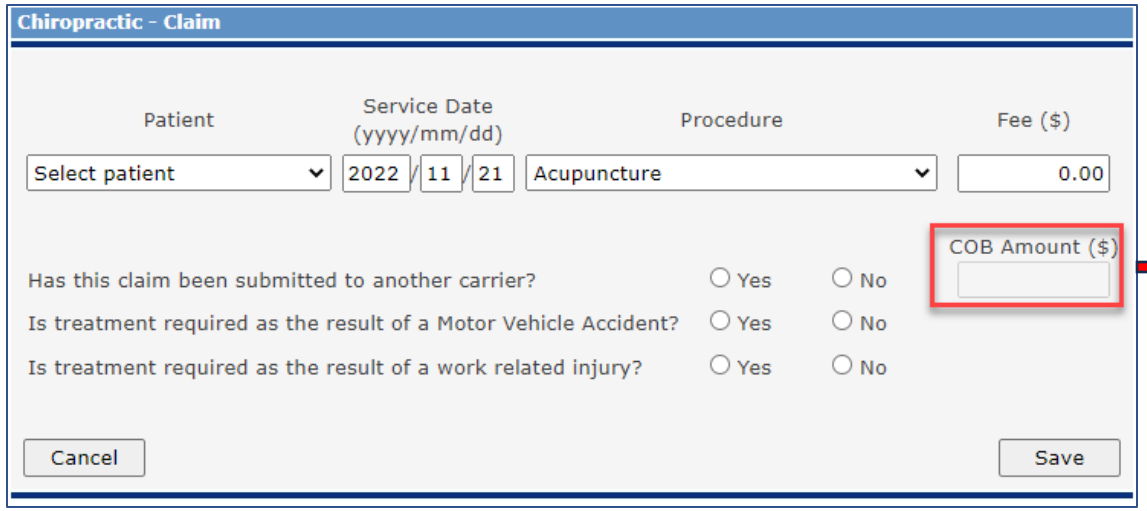
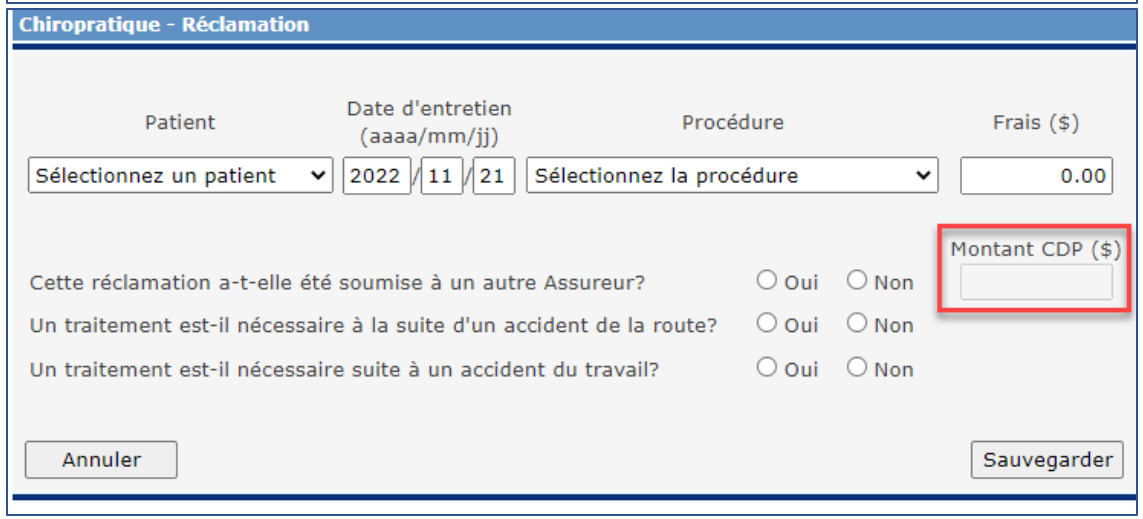
Claims Submission Made Easy

Once you've entered or selected the provider, simply enter the claim information, verify and submit.



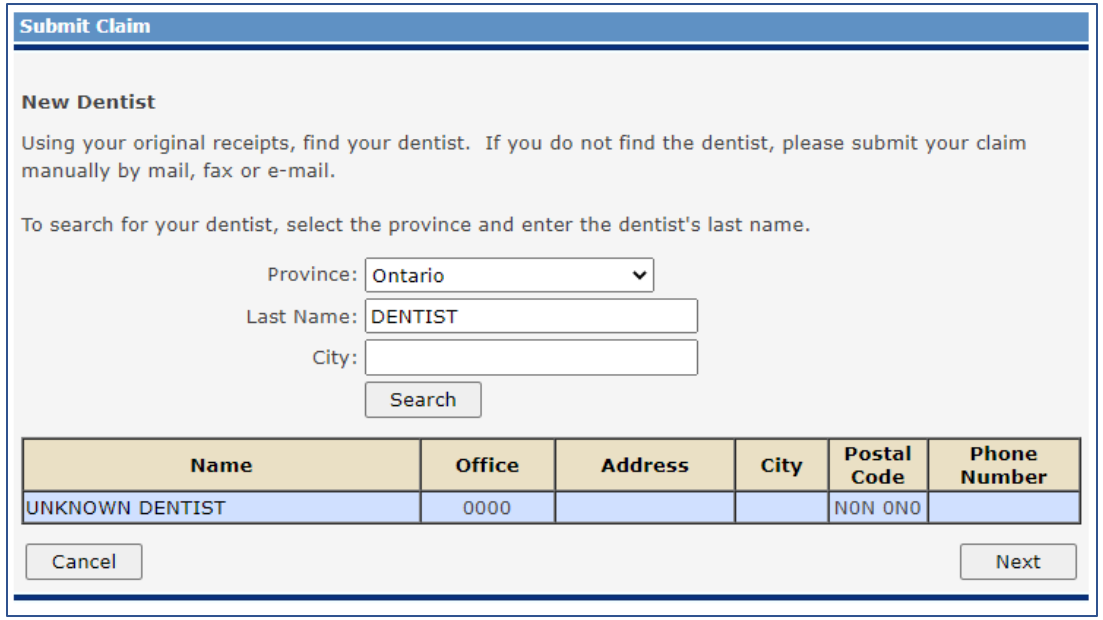


** If the expense was submitted to another carrier first, this is where the amount paid by the other carrier should be entered.

MDM Insurance Services Inc.

Dental Claims Submission Made Easy

For dental claims, search your dentist's name from our database. If your dentist is not listed, the claim must be submitted manually via the Mobile App, email, fax or mail.



Submit Claim

New Dentist

Using your original receipts, find your dentist. If you do not find the dentist, please submit your claim manually by mail, fax or e-mail.

To search for your dentist, select the province and enter the dentist's last name.

Province: Ontario

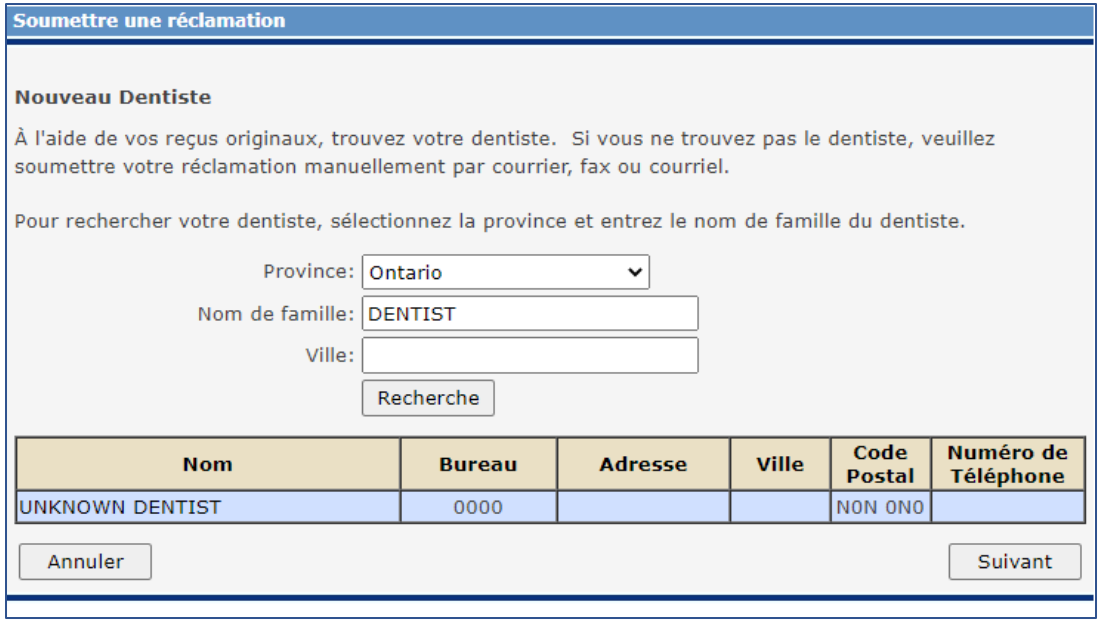
Last Name: DENTIST

City:

Search

Name	Office	Address	City	Postal Code	Phone Number
UNKNOWN DENTIST	0000			N0N 0N0	

Cancel Next



Soumettre une réclamation

Nouveau Dentiste

À l'aide de vos reçus originaux, trouvez votre dentiste. Si vous ne trouvez pas le dentiste, veuillez soumettre votre réclamation manuellement par courrier, fax ou courriel.

Pour rechercher votre dentiste, sélectionnez la province et entrez le nom de famille du dentiste.

Province: Ontario

Nom de famille: DENTIST

Ville:

Recherche

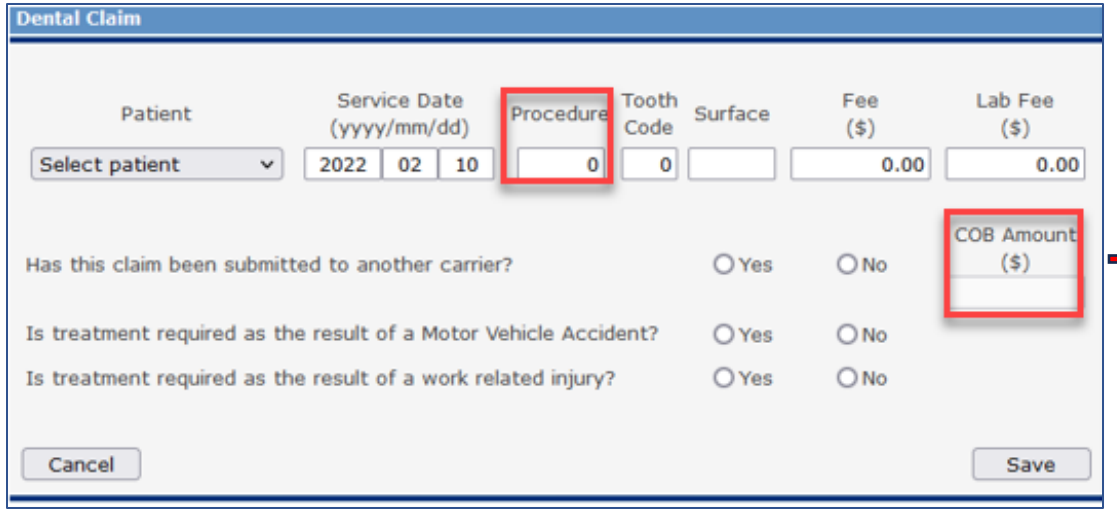
Nom	Bureau	Adresse	Ville	Code Postal	Numéro de Téléphone
UNKNOWN DENTIST	0000			N0N 0N0	

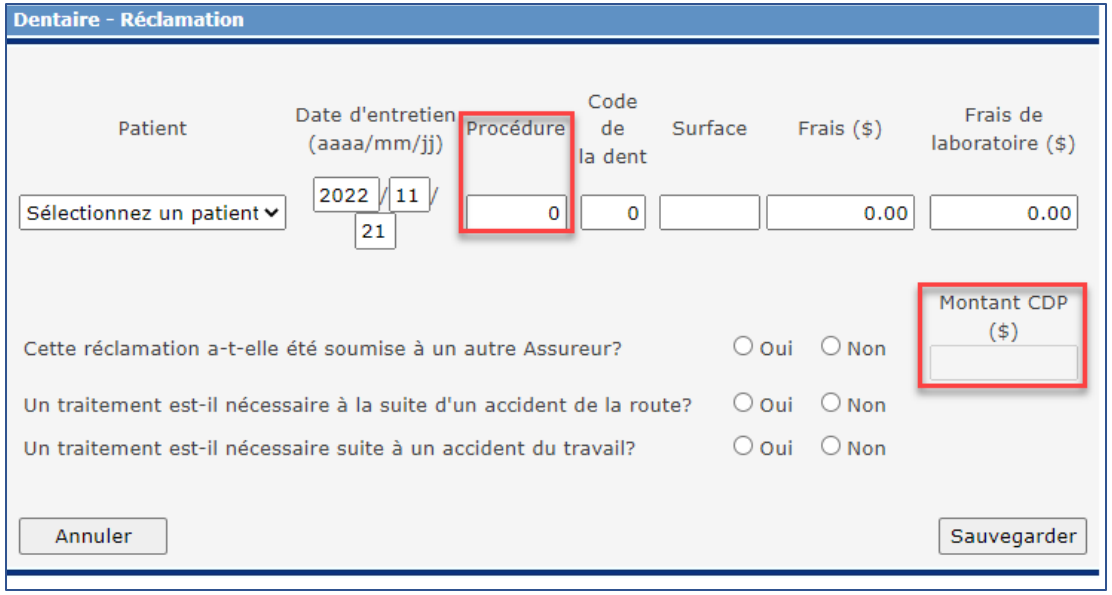
Annuler Suivant

MDM Insurance Services Inc.

Dental Claims Submission Made Easy

Once your dentist has been selected, enter the information requested on the screen. Procedure codes must have been given to you by your dental office in order to submit your dental claim online.

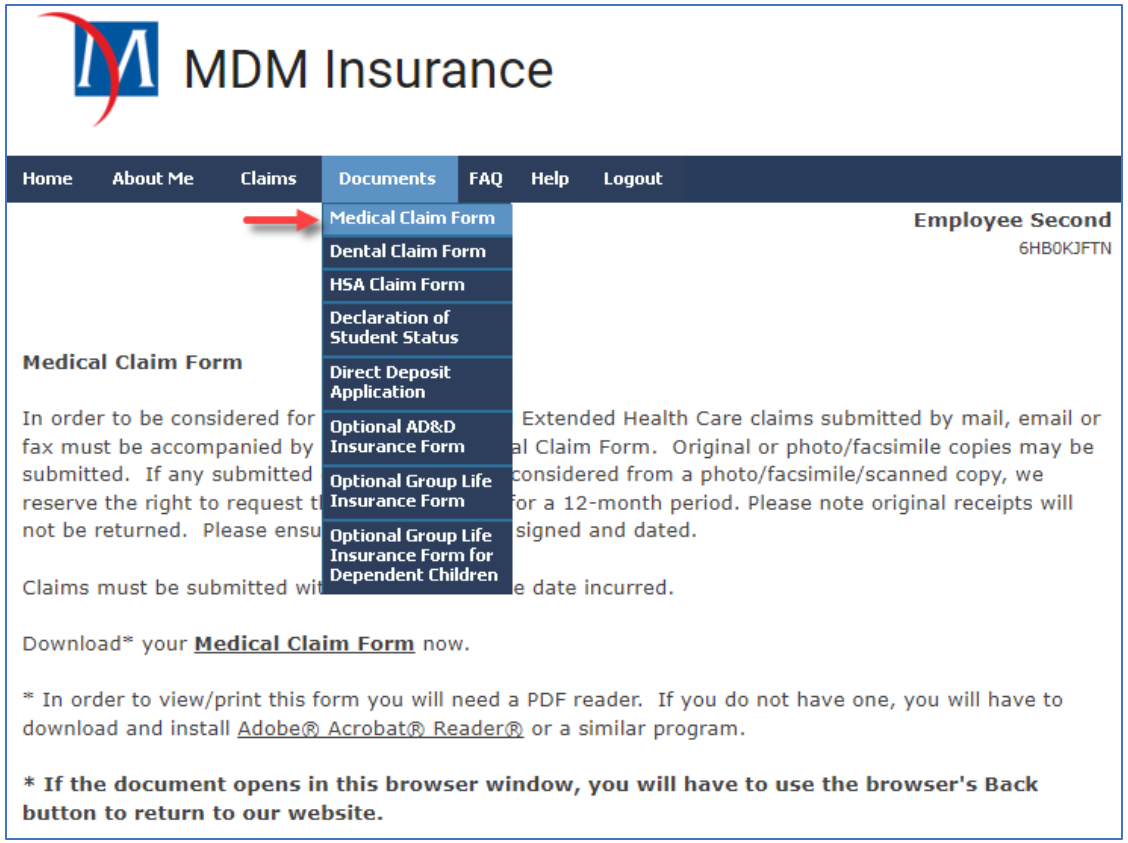




If the expense was submitted to another carrier first, this is where the amount paid by the other carrier should be entered.

Claims Submission Made Easy

For manual claim submission, in the **Member Portal** under the “Documents” tab, Claim Forms can be printed, scanned and emailed, faxed or mailed along with invoices/receipts for processing.



** For Health Spending Account, please use the HSA Claim Form

MDM Insurance Services Inc.

MDM Hours of Operation

Bilingual Call Center
8:00 am. – 8:00 pm. ET.
Monday – Friday
Phone: 1-800-838-1531
Fax: 519-836-4909
inquiry@mdm-insurance.com