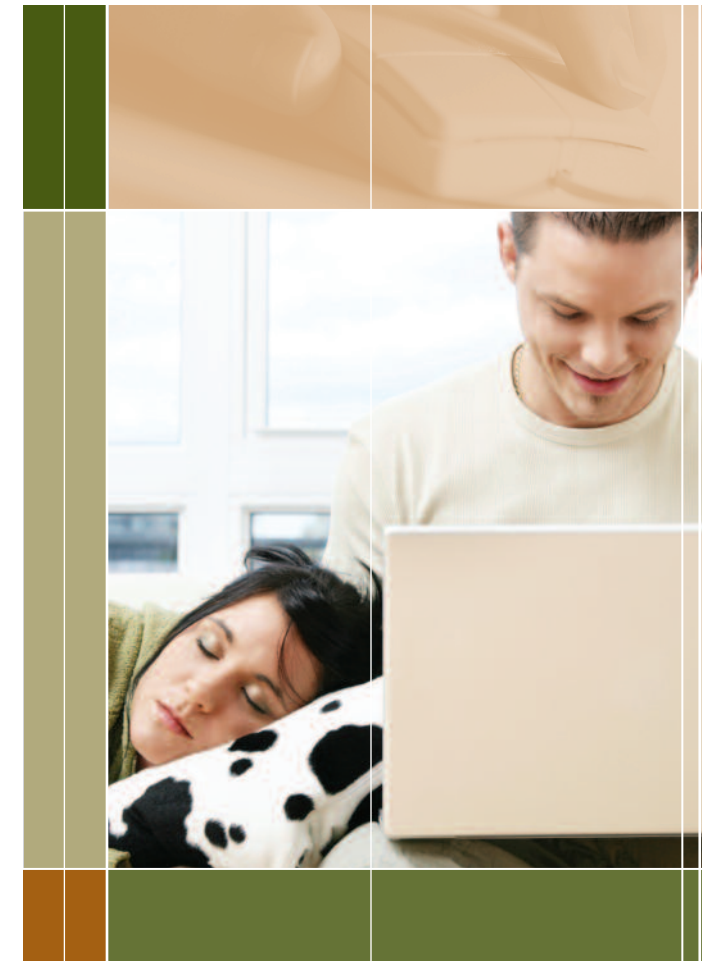


The Manulife Plan Member Site



Let us guide you through the registration process.

We'll also show you some of the online services Manulife offers on the Plan Member Secure Site.

Before you start...

Site requirements: You'll need an active Internet connection and you'll need to make sure your computer is equipped with the minimum software required to use all of the Secure Site features.

The site has been fully tested and is compatible with the following settings and software:

- Screen Resolution of 1024 x 768 (or higher)
- Best viewed with Microsoft Internet Explorer 5.5 (or higher) with the 128 bit encryption pack, and
- Adobe Acrobat Reader, version 5.0.5 up to 7.0, except version 5.1.

You can download the required software for free by clicking these links on the site.



Troubleshooting FAQ

Why can't I find the claim I'm looking for under claims history?

The **Claims** link shows claims that are currently being processed. If after three weeks you still haven't seen your claim online, resubmit your claim and receipts and mark RESUBMISSION in the top right corner of the claim form.

I have a Life or Disability policy. Why can't I access the site?

The Manulife Plan Member Secure Site is only offered to members with Health and Dental Benefits.

When I register, why do I see a message that tells me I'm not on file?

Be sure you're using the exact name you used at the time of enrolment. Any variation will result in the system not recognizing you.

How secure is the Site?

Personal information is never stored on the secure server. Data is always retrieved from Manulife's secure system network for display on the site. There is no way for the general public to access your personal information from the Internet.

Site Services and Features

Here are more services and tools available with most plans.

Send a Note

Ask one of our Customer Service Representatives a question about a recently reviewed claim or your plan's coverage by choosing **Send a note** from the side navigation bar. Indicate how you'd like to receive your answer (by e-mail or phone) and we'll respond the next business day.

Health information you can warm up to

Health eLinks gives you practical advice on health matters as well as reliable information you can use to maintain or improve your health. Health eLinks includes features like:

- a health library with a searchable drug database
- a health risk assessment to help you identify potential health risks
- a health file where you can store personal and family information and much more.

Enjoy using the Manulife Plan Member Secure Site.

Simply powerful.
Powerfully simple.


Group Benefits secure sites and HealthPro are offered through Manulife Financial (The Manufacturers Life Insurance Company).

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Registering for the Site

You'll only have to register once to access your personal information on the site. You can access the site from any Internet connection. Details on our site requirements are also available online.

Before you begin: Have your plan number and plan member certificate number ready. These numbers are found on your member card or a recent Claim Statement. Use the  to help you identify the numbers and how they should be entered. If you don't have these numbers, contact your plan administrator.

1. Log on to: www.manulife.ca/groupbenefits/member and click on **Register**.
2. Fill in all of the information on the registration page. The name you use to register must be identical to the one you used on your initial enrolment application form or you won't be able to finish registering. Create a password and a password reminder phrase. Your reminder phrase will help you remember your password if you forget it the next time you're trying to log in to the Plan Member Site. Click on **Submit** to finish your registration.
3. For added security and to help protect your personal information, a letter will be sent to the home address we have on file for you. It usually takes three to five business days for the letter to arrive. Until it does, you'll have limited access to the site. When you receive your letter it will include your personal site activation key that unlocks the rest of the site functionality.


Site Services and Features

We've listed some of the services and tools available with most plans.

Verify your coverage

Personal overview allows you to verify your personal information is correct, check the effective dates of your benefits, view dependants covered for your plan, and confirm coordination of benefits details all in one easy glance.

Claims info at your fingertips

Review past claims and check the status of recently submitted claims. By selecting the  icon you can get a breakdown of how your claim was processed and view any explanation of benefits messages associated with the claim. You can also view the amounts you have used towards your plan's benefit maximums through the "Health or Dental amounts used" section. Want to know which claim form to use for your next claim? Access the form online using the forms link.

Go ahead, ask us a question

Am I covered: Does my plan provide coverage for contact lenses? Prescription drugs? Chiropractic service? Find the answers online to the most commonly asked questions by using "Am I covered".

