Manulife

Affinity Markets Dental Claim

REGISTER FOR ONLINE CLAIMS TODAY!

Submitting health and dental claims is now easier, faster and better.
On **Manulife.ca/SecureServe**, you can:

- Easily **submit claims online** – no more paper or snail mail
- Get **reimbursed up to 80% faster** with direct deposit – no more waiting for cheques
- See your **claims history and benefit eligibility**
- And **update your contact information**

Visit **Manulife.ca/SecureServe** to register.

PART 1 - DENTIST

PATIENT

LAST NAME	GIVEN NAME	UNIQUE NO.	SPEC.	PATIENT'S OFFICE ACCOUNT NUMBER

ADDRESS _____ APARTMENT _____

CITY _____ PROVINCE _____ POSTAL CODE _____

DENTIST

PHONE NUMBER _____

FOR DENTIST'S USE ONLY - FOR ADDITIONAL INFORMATION, DIAGNOSIS, PROCEDURES, OR SPECIAL CONSIDERATION.

☐ DUPLICATE FORM

I HEREBY ASSIGN MY BENEFITS PAYABLE FROM THIS CLAIM TO THE NAMED DENTIST AND AUTHORIZE PAYMENT DIRECTLY TO HIM/HER.

SIGNATURE OF PLAN MEMBER ▶

I UNDERSTAND THAT THE FEES LISTED IN THIS CLAIM MAY NOT BE COVERED BY OR MAY EXCEED MY PLAN BENEFITS. I UNDERSTAND THAT I AM FINANCIALLY RESPONSIBLE TO MY DENTIST FOR THE ENTIRE TREATMENT.

I ACKNOWLEDGE THAT THE TOTAL FEE OF $ _____ IS ACCURATE AND HAS BEEN CHARGED TO ME FOR SERVICES RENDERED. I AUTHORIZE RELEASE OF THE INFORMATION CONTAINED IN THIS CLAIM FORM TO MY INSURING COMPANY/PLAN ADMINISTRATOR.

SIGNATURE OF PATIENT (PARENT/GUARDIAN) ▶

OFFICE VERIFICATION

DATE OF SERVICE DAY	MO.	YR.	PROCEDURE CODE	INITIAL TOOTH CODE	TOOTH SURFACES	DENTIST'S FEE	LABORATORY CHARGE	TOTAL CHARGES

THIS IS AN ACCURATE STATEMENT OF SERVICES PERFORMED AND THE TOTAL FEE DUE AND PAYABLE, E & OE.

TOTAL FEE SUBMITTED: $

☐ **CHECK HERE IF TREATMENT PLAN**

WHEN A PROPOSED COURSE OF TREATMENT IS EXPECTED TO COST MORE THAN $500, IT IS RECOMMENDED THAT A TREATMENT PLAN BE FILED WITH MANULIFE AFFINITY MARKETS.

PRE-TREATMENT X-RAYS ARE REQUIRED FOR SOME PROCEDURES (E.G. CROWNS AND BRIDGES).

PART 2 - PLAN MEMBER INFORMATION

1. PLAN NUMBER _____

NAME OF INSURANCE COMPANY **Manulife**

2. YOUR NAME (PLEASE PRINT) _____

YOUR TELEPHONE NUMBER ( ) _____

YOUR IDENTIFICATION NUMBER _____

YOUR DATE OF BIRTH (DD/MMM/YYYY) _____

Please complete both pages of this form.

PART 3 - PATIENT INFORMATION

1. PATIENT: RELATIONSHIP TO PLAN MEMBER

DATE OF BIRTH (DD/MMM/YYYY)

2. ARE ANY DENTAL BENEFITS OR SERVICES PROVIDED UNDER ANY OTHER GROUP INSURANCE OR DENTAL PLAN, ANY TYPE OF WORKERS' COMPENSATION BOARD OR GOV'T PLAN? ☐ NO ☐ YES

PLAN NUMBER

SPOUSE DATE OF BIRTH (DD/MMM/YYYY)

NAME OF INSURANCE COMPANY

3. IS ANY TREATMENT REQUIRED AS THE RESULT OF AN ACCIDENT? IF YES, GIVE DATE AND DETAILS SEPARATELY. ☐ NO ☐ YES

4. IF DENTURE, CROWN OR BRIDGE, IS THIS INITIAL PLACEMENT? GIVE DATE OF PRIOR PLACEMENT AND REASON FOR REPLACEMENT. ☐ NO ☐ YES

5. IS ANY TREATMENT REQUIRED FOR ORTHODONTIC PURPOSES? ☐ NO ☐ YES

PART 4 - PLAN MEMBER CONFIRMATION

BY SUBMITTING A CLAIM TO MANULIFE, I CONFIRM THAT I UNDERSTAND AND AGREE TO ALL OF THE FOLLOWING:

I CERTIFY THAT THE INFORMATION PROVIDED FOR THE CLAIM(S) BEING SUBMITTED IS TRUE, ACCURATE AND COMPLETE AND THAT I, MY SPOUSE OR CO-APPLICANT AND/OR MY DEPENDENTS HAVE RECEIVED ALL GOODS OR SERVICES OR QUALIFY FOR BENEFITS AS CLAIMED. **I UNDERSTAND AND ACKNOWLEDGE** THAT SUBMISSION OF A CLAIM DETERMINED BY MANULIFE TO BE FALSE OR MISREPRESENTED MAY RESULT IN COVERAGE BEING RESCINDED BY MANULIFE WITHOUT FURTHER NOTICE. **I UNDERSTAND AND ACKNOWLEDGE** THAT MANULIFE MAY REFER ANY CLAIMS IT HAS DETERMINED WERE FALSELY SUBMITTED TO LAW ENFORCEMENT AUTHORITIES FOR POSSIBLE PROSECUTION AND MAY PURSUE THE RECOVERY OF ANY MONEY OBTAINED IMPROPERLY THROUGH FALSE CLAIM SUBMISSION. **I ALSO AGREE** TO REFUND ANY MONIES OR OVERPAYMENTS THAT I MAY OWE TO MANULIFE IN ACCORDANCE WITH THE PROVISIONS OF MY COVERAGE AND **I AUTHORIZE** MANULIFE TO DEDUCT SUCH MONIES FROM MY FUTURE CLAIMS. **I AUTHORIZE** ANY PERSON OR ORGANIZATION WITH INFORMATION CONCERNING ME, MY SPOUSE OR CO-APPLICANT AND/OR MY DEPENDENTS, INCLUDING ANY MEDICAL AND HEALTH PROFESSIONALS, FACILITIES OR PROVIDERS, PROFESSIONAL REGULATORY BODIES, ANY EMPLOYER, GROUP PLAN ADMINISTRATOR, INSURER, INVESTIGATIVE AGENCY, AND ANY ADMINISTRATORS OF OTHER BENEFITS PROGRAMS TO COLLECT, USE, MAINTAIN AND EXCHANGE THIS INFORMATION WITH EACH OTHER AND WITH MANULIFE, ITS SERVICE PROVIDERS, FOR THE PURPOSES OF PLAN ADMINISTRATION, AUDIT AND THE ASSESSMENT, INVESTIGATION AND MANAGEMENT OF THIS CLAIM. **I AGREE** A PHOTOCOPY; FACSIMILE OR ELECTRONIC VERSION OF THIS AUTHORIZATION SHALL BE AS VALID AS THE ORIGINAL.

SIGNATURE OF PLAN MEMBER **DATE (DD/MMM/YYYY)**

PART 5 - STATEMENT OF CONFIDENTIALITY

We collect, use, and disclose the personal information provided for the purposes of processing your request, establishing, and managing our relationship with you, providing you with products and services, administering our business, and complying with legal and regulatory requirements. We collect personal information from you, your advisor or authorized representatives, third parties you allow to share information with us or who issue, service, and administer your products and services now or in the future, and public sources. We disclose your personal information to our employees, agents, representatives, financial institutions, reinsurers, and other parties with whom we deal in issuing and administering your products and services, now and in the future. Also, our employees or service providers who require this information to perform their services for us (for example data processing, programming, data storage, market research, printing and distribution services, paramedical and investigative agencies). Unless there are contractual limitations, your personal information may be accessed or transferred within or outside Canada and may be subject to the laws of those jurisdictions. You may withdraw your consent, subject to legal and contractual restrictions. You also have the right to access and correct your personal information maintained in our files. A decision is based exclusively on the automated processing of your personal information. If your file was not approved automatically, a Manulife representative would have reviewed your file to make a decision. In this case, the decision would not be based on automated processing. For more information, you can review our Canadian Privacy Policy at **manulife.ca** or email us at **Canada_Privacy@Manulife.ca**. Questions? Please phone our Customer Service Centre at 1-800-268-3763.

PART 6 - MAILING INSTRUCTIONS

Please mail your completed claim form and receipts to the following address:

Manulife
Affinity Markets – Dental Claims
P.O. Box 670, Stn Waterloo
Waterloo, ON N2J 4B8

Manulife will not assume responsibility for any fees associated with the completion of this form.

PART 7 - ACCESSIBILITY AT MANULIFE

Manulife is committed to offering products and services to persons with disabilities, in ways that are consistent with the principles of dignity, independence, integration and equal opportunity. Manulife has a core belief that everyone should be treated with courtesy and respect and made to feel welcome. Manulife's accessibility policy allows you to receive this form in alternate formats upon request. Please contact us at **accessibility@manulife.ca**, or call us at 1-855-891-8671, if you would prefer this document in an alternate format. If you would like more details about accessibility at Manulife, we would encourage you to visit our website at **manulife.ca/accessibility**.

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