

CustomCare Online Claims System

Click and Claim

The Online Claims System is a robust web portal that gives you full access to manage your company's Health Spending Account (HSA) .

This platform allows you to:

- Paperless Administration
- Manage funds for Claims Processing
- Create and Change Benefit Classes
- Add and Remove Employees
- Access Reports and Tax Receipts

What Does this mean for your company?

Everything is at your fingertips with this fast and efficient web portal that has been developed with your user experience in mind to ensure management, claims processing and reimbursements are received and completed in a timely manner.




CustomCare™

The Benefits

- Less time spent on administration
- Electronic Funding – No cheques!
- Digital Claim Submission – Online or via Claims App with smart devices
- Direct Deposit – 2-3 Business Day Turnaround
- No Overpayments
- No extra service fees – only 10% admin (+taxes)
- NO PAPER! Helping the Environment

Who will use the Online System?

Administrators of the HSA

- All Admins are issued a username & password to manage employees and their Online Account.

Employees

- All employees are issued a username & password which gives them access to make claims, manage dependants, Direct Deposit information, view claims history, claim limits and reimbursement receipts.

How to Register

Login to <https://my.customcare.ca/User/Login> using Admin Username & Password – If you have forgotten your login credentials, use the “Retrieve Password” Tool.

Once logged in click on the Online Claims Account button on the main top navigation.

For full instructions please click [HERE](#)

Next Steps

- Update password if required
- Verify company profile
- Verify Benefit Classes
- Verify Employee List
 - View Class for each employee.
 - Enter email address if missing.
 - Click on Password to send the employee an email with username and password to gain access to their account.

For more information, please visit
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