

MEMORANDUM



Online Claims Access for Employees

We are pleased to announce that employees are now able to view their health and dental benefit claims history through a new online claims portal.

This efficient tool offers employees an opportunity to:

- Submit claims online
- View recent claim history and payments
- Print Explanation of Benefits
- Access forms and booklets
- Change their address
- View Health Care Spending Account balance
- Check their banking information

In order to sign up, please type the following link in your web browser:

<https://unison.onlineclaimsaccess.net>

unison
BENEFITS A division of ECLIPSE FINANCIAL

Login to Online Claims Access Site

Username:

Password:

Login

By logging in, you agree to these [terms and conditions](#)

[Forgot your username or password?](#)

[Don't have an account? Please click here to sign up](#)

Are you a plan administrator?

If so, please have your company's benefit administrators create an account for you.

[Français](#)

Powered by [Symbility Health](#)

Click on
"Don't have an account? Please click here to sign up"

Unison Benefits

250 Algoma St. S. Thunder Bay, ON P7B 3C2

Phone: 807.346-632 Fax: 807.346.1602 Toll Free: 888.247.1370 Email: office@ef.ca

You will need to enter the following information to sign up.

Group Number – The group number, also known as Policy Number, can be found on your insurance card or in your benefit booklet.

Certificate Number – The certificate number, also known as Member Number can be found on your insurance card or in your benefit booklet.

Postal Code – This is your home address postal code.

Date of Birth – Can be selected from the calendar (Note that the displayed format should be the same as broker’s preference in claim adjudication site)

Username – Please choose a username.

Email – A valid Email address which will be used by the system to communicate with you such as sending explanation of benefits to you.

Password – Your password must be at least 8 characters in length, not based on username and must contain at least one character from 3 of the 4 following groups: number (0-9), one upper case letter (A-Z), one lower case letter (a-z), one special character (! \$ % ^ & * () ; : @ # ~ etc.)

CAPTCHA (image) – Please type the two words shown in the image for security purposes.

Please remember your username and password to login each time. If you forget your login name or password, you can click on the “Forgot your username or password” link on the home page and once you enter your policy and certificate number, postal code and date of birth and you will get an automatic reply with your information.

NOTE: The inputted Group Number, Certificate Number, Postal Code and Date of Birth must be the same as what Adjudicare system has in the database for the certificate. If any field is not matching, a generic message will be displayed on the page “We’re not able to match your information with existing records. Please make sure you’ve filled in the fields properly.” If this occurs, please contact office@ef.ca to confirm that the details that they have in the system are current.

If you have any difficulties or problems with your registration, please contact Unison Benefits for assistance.