

A Guide to Manulife's Plan Member Website

Website to Log in: www.manulife.ca/planmember

Online Log In Information

1. On the top right side of the screen click on the yellow drop down tab that says SIGN IN
2. Under GROUP BENEFITS AND RETIREMENT select MY GROUP BENEFITS which will bring you to the screen below.

① →

② →

3. If you have logged in online before, complete the log in fields beside the 1st arrow.
4. If this is your first time logging in online, select Register Now beside the 2nd arrow and follow the prompts.

Note: For both of these options you will need your Plan Contract Number and Member Certificate Number. These are located on your Manulife benefits card. If you require a PDF copy of the card please contact HR.

Note: When creating an account, use your college email address.

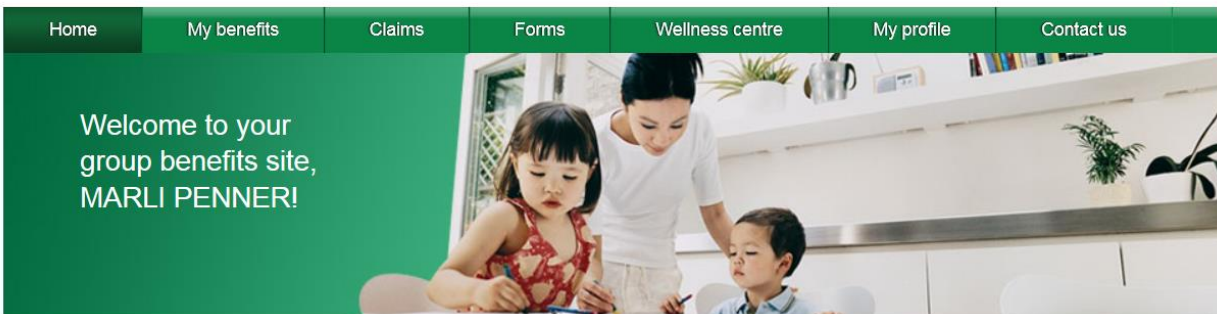
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Navigating the Website

There are a series of tabs on the main menu page of this website to explore.



Logout



My Benefits

- My benefits booklet- opens a PDF copy of your policy coverage to show you exactly what you're covered for.
- My benefits card- opens a PDF copy of your Manulife benefits card.
- My Drug Plan- is a feature that allows you to enter the DIN number of prescription to see what amount is covered by your plan for a particular medication.
- Benefits Summary- shows the breakdown of each benefit category you are covered for and lists your current dependents.
- Coordination of Benefits- a pictorial overview of how to submit claims under both your plan and your spouses.

Claims

- Submit A Claim- this is where you submit your claims online and can download hard copies of the claim forms.
- Direct Deposit- complete this section to have your claims paid electronically, this significantly decreases the time between when you submit a claim and the money is reimbursed back to you.
- Claims History- here you will find information on your past and pending claims.

Forms

- Glossary- definitions of commonly used terms.
- Plan Member Brochures- a series of documents on different Manulife services.
- Administration and Claim forms- another spot to find PDF copies of important forms.

Wellness Centre

- Health eLinks
 - Health Risk Assessment- a confidential online quiz that identifies areas of risk based on your answers. Once completed you can create Action Plans for categories such as 'coping with stress' 'your weight' 'smoking' 'social ties' etc.

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- Health Library- find a wide variety of documents covering areas such as health conditions, medications, tests, and procedures.
- Health Tools- the Health Calculators tab will give you access to a variety of calculators such as BMI, Heart Disease Risk, and Ideal Weight Range. Interactive Tools and Guides will bring you to a page of links for resources such as a sleep diary, headache tracker, breast self-exam, and insulin guide. The Assess Your Health tab brings you to a series of quizzes to provide you with further insight on your health.
- Health Centers- the drop down menu will bring you pages for specific health areas such as Women's Health, Mental Health, Cancer, Diabetes and more where you will find many helpful documents and links.
- Community Support- Search for specific topics to find support groups. Some fields are only available online in our location but others have local chapters set up. For example, under Grief Support an organization in Kitimat appears in the search results.
- Financial Wellness Assessment- a quick questionnaire to identify areas of strength and weakness before gaining access to a variety of financial resources.

My Profile

- Where you can edit information relating to direct deposit, address, email, personal information, personal verification questions, coordination of benefits, benefits card, and password.

Contact Manulife

- Via send a note, submit online, or by phone.