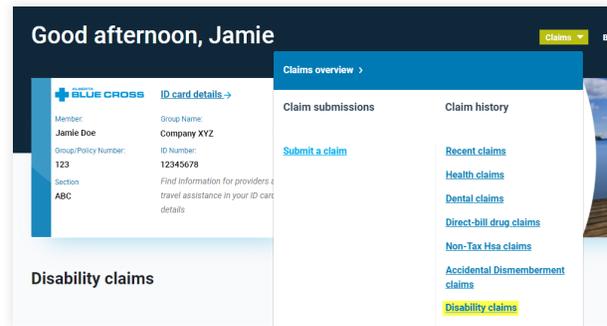


# Online submission guide for disability claims

You can conveniently and securely submit disability claims from any device\* through our member site. This guide is designed to help you through the simple and streamlined online claims submission process.

## SIGN INTO MEMBER SITE

Sign into the member site and click “Submit a disability claim” on the homepage OR select “Submit a claim” under the “Claims” tab of the main menu. Click “Disability” to begin the step-by-step guide, as outlined below.



Under disability claims, you can select the specific claim type to start the claim.

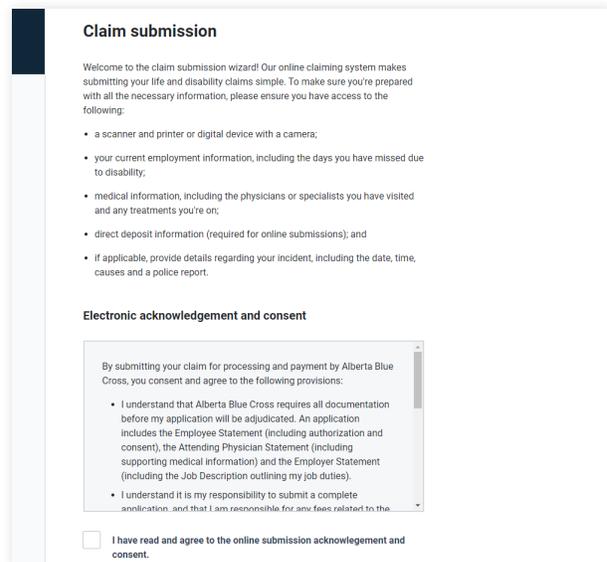
## READ THE CHECKLIST TO ENSURE YOU HAVE THE NECESSARY INFORMATION TO SUBMIT A CLAIM

Before starting the online form, confirm what is needed to submit a disability claim, such as a scanner or digital device with camera, current employment information, medical information, direct deposit information and, if applicable, details regarding the incident.

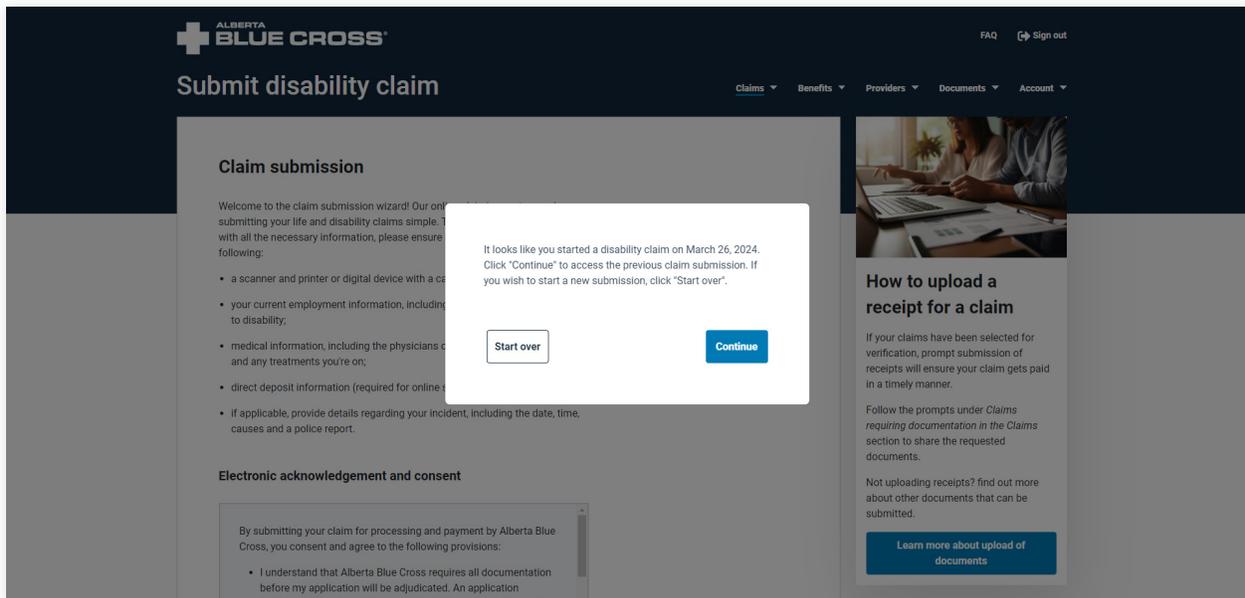
**For online claims, you must agree and consent to the ‘Electronic acknowledgement and consent’ terms to start the claim and move forward.**

**Note:** a link to start a paper form is also available on this page.

\*Not available on the Alberta Blue Cross® mobile application.



If you started the process of submitting a claim, but did not fully submit it, the following intercept will appear:



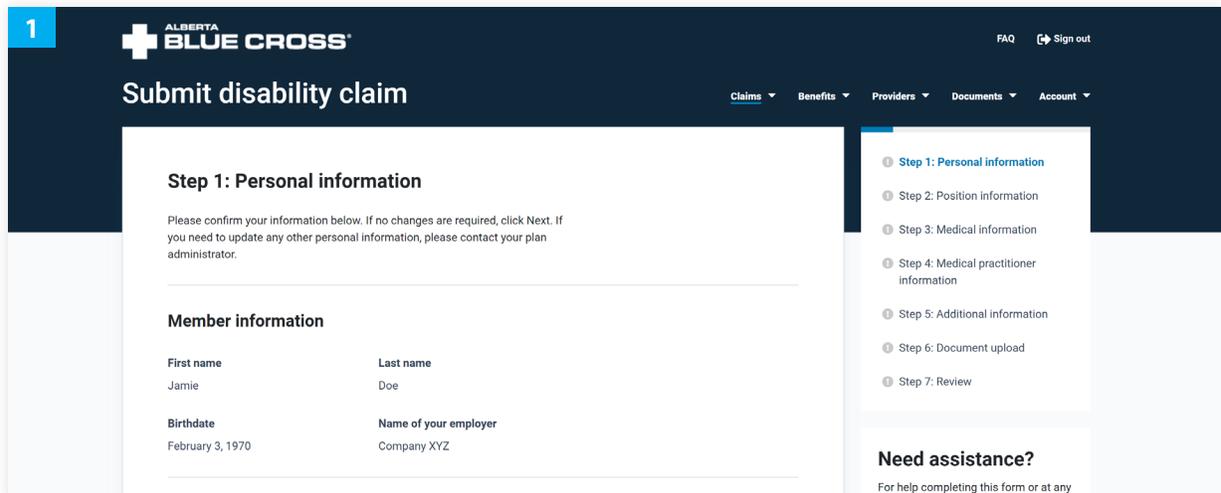
You can choose to continue where you left off in your claim submission process, or start a new claim. You can only have one active claim at a time.

**Note:** if you save your information, resuming at a later time will allow you to review the whole process from step 1. The information will save for up to 1 year.

## ONLINE SUBMISSION STEP-BY-STEP GUIDE

### 1. PERSONAL INFORMATION

Please confirm your information. Your personal information is pre-populated with what we have in our systems. If your member information has changed, you can edit the sections and update as necessary. If everything is correct, click "Save and Continue".



## 2. POSITION INFORMATION

Provide the relevant details about your current employment position and disability leave.

**Note:** at step 2, and all consecutive steps, you can save and exit the submission and resume at a later time.

The screenshot shows the 'Submit disability claim' form for Step 2: Position information. The form is part of the Alberta Blue Cross portal. The header includes the logo, 'Submit disability claim', and navigation links for Claims, Benefits, Providers, Documents, and Account. A sidebar on the right shows a progress indicator with seven steps: Step 1: Personal information (completed), Step 2: Position information (current), Step 3: Medical information, Step 4: Medical practitioner information, Step 5: Additional information, Step 6: Document upload, and Step 7: Review. Below the progress indicator is a 'Need assistance?' section with contact information for Life and Disability Services.

**Step 2: Position information**

Please provide the relevant information about your occupation and leave due to disability.

What is your position or job title?

When was the last day that you worked? (MM/DD/YYYY)

What is the reason that you are off work (the condition or diagnosis)? (500 character limit)

**Need assistance?**

For help completing this form or at any time in this process, you can contact Life and Disability Services at

## 3. MEDICAL INFORMATION

Provide any medical information relevant to the disability, as well as any ongoing medical conditions. Please be as detailed as possible to improve claim processing. Depending on whether you choose the cause of disability as 'Accident' or 'Illness', the form will change accordingly and request the necessary details.

The screenshot shows the 'Submit disability claim' form for Step 3: Medical information. The form is part of the Alberta Blue Cross portal. The header includes the logo, 'Submit disability claim', and navigation links for Claims, Benefits, Providers, Documents, and Account. A sidebar on the right shows a progress indicator with seven steps: Step 1: Personal information (completed), Step 2: Position information (completed), Step 3: Medical information (current), Step 4: Medical practitioner information, Step 5: Additional information, Step 6: Document upload, and Step 7: Review. Below the progress indicator is a 'Need assistance?' section with contact information for Life and Disability Services.

**Step 3: Medical information**

Provide any medical information relevant to this disability, as well as any other ongoing medical conditions. Please be as detailed as possible to help us better process your claim.

What was the cause of the disability?

Accident  Illness

Was the accident work-related?

Yes  No

Do you have a Worker's Compensation Board claim for this accident?

Yes  No

**Please attach a copy of the worker's compensation claim in Step 6: Document upload.**

**Need assistance?**

For help completing this form or at any time in this process, you can contact Life and Disability Services at

#### 4. MEDICAL PRACTITIONER INFORMATION

Provide the relevant details about any physician, medical practitioner or care provider information you have.

The screenshot shows the 'Submit disability claim' form on the Alberta Blue Cross website. The page is titled '4' in a blue box. The main heading is 'Submit disability claim'. The current step is 'Step 4: Medical practitioner information'. The instructions state: 'Provide the relevant information for any physician, medical practitioner or care provider you have seen for any health conditions. Please be as detailed as possible to help us better process your claim.' The form includes a date input field for 'When was the first day that you saw a medical practitioner about this illness or accident? (MM/DD/YYYY)', a radio button selection for 'Has a medical practitioner told you when you can return to work?' (Yes/No), and another date input field for 'When can you return to work? (MM/DD/YYYY)'. A note at the bottom says 'Please provide the medical practitioner's name'. On the right, a progress bar shows steps 1 through 7, with Step 4 highlighted. A 'Need assistance?' section provides contact information for Life and Disability Services.

#### 5. ADDITIONAL INFORMATION

Provide any additional information that may be helpful in consideration of this claim application.

Confirm your phone number and the best time to contact you.

The screenshot shows the 'Submit disability claim' form on the Alberta Blue Cross website. The page is titled '5' in a blue box. The main heading is 'Submit disability claim'. The current step is 'Step 5: Additional information'. The instructions state: 'Provide any additional information which may be of value in consideration of this application for benefits. (500 character limit)'. The form includes a large text input field for additional information and a radio button selection for 'What is the best number to reach you?' with options for 'Home', 'Work', 'Mobile', and 'Other'. On the right, a progress bar shows steps 1 through 7, with Step 5 highlighted. A 'Need assistance?' section provides contact information for Life and Disability Services.

## 6. DOCUMENT UPLOAD

Upload any documents relevant to the claim. Required documents are listed under “Add documents”; please ensure you are selecting the appropriate document type before uploading. Failure to do so may prevent the file from being uploaded as expected. You can choose the document type from the drop-down selection list and then select the file to upload.

**Note:** for all disability claims, you must fill out and sign the acknowledgement and consent form. We cannot proceed with the disability claim without this signed consent form.

**6** ALBERTA BLUE CROSS

Submit disability claim

Claims Benefits Providers Documents Account

FAQ Sign out

### Step 6: Document upload

Please upload any documents relevant to this claim. Ensure you are selecting the appropriate document type. Failure to do so may prevent the file from being uploaded as expected.

Possible file types include .jpg, .png, .tiff, .bmp, .gif, .pdf, .doc and .docx.

Print the [Acknowledgement and consent form \(PDF\)](#).

#### Add documents

- Acknowledgement and consent
- Correspondence

**Need assistance?**  
For help completing this form or at any time in this process, you can contact Life and Disability Services at

Step 1: Personal information  
Step 2: Position information  
Step 3: Medical information  
Step 4: Medical practitioner information  
Step 5: Additional information  
Step 6: Document upload  
Step 7: Review

A green checkmark will appear next to a document that has been uploaded correctly. Once a document has been uploaded, you can submit more documents if needed. Our system allows up to a maximum of 10 documents to be uploaded, that collectively do not exceed 20 MB.

**Step 6: Document upload**

Please upload any documents relevant to this claim. Ensure you are selecting the appropriate document type. Failure to do so may prevent the file from being uploaded as expected.

Possible file types include .jpg, .png, .tiff, .bmp, .gif, .pdf, .doc and .docx.

Print the [Acknowledgement and consent form \(PDF\)](#).

#### Add documents

- Acknowledgement and consent

**Document #1** [Remove](#)

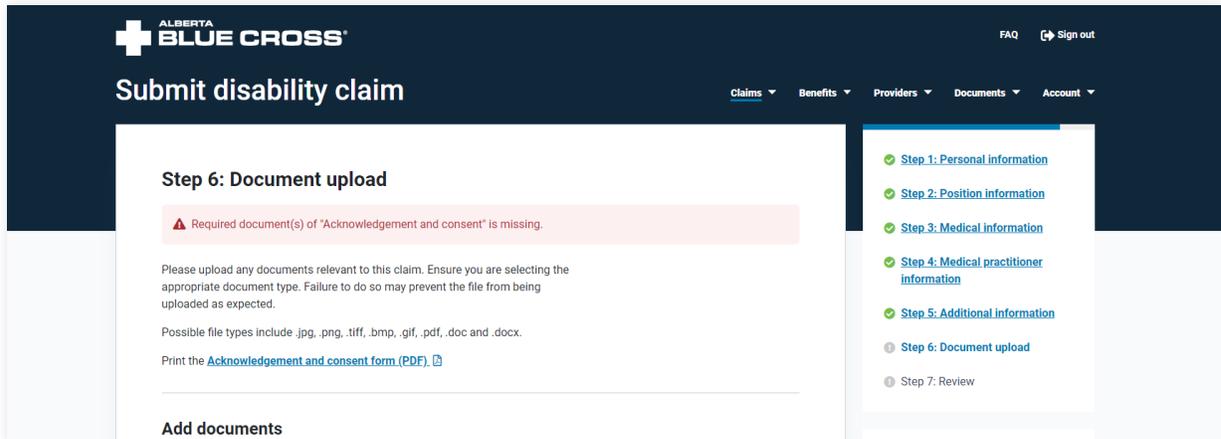
Document type: **Acknowledgement and consent**

**Need assistance?**  
For help completing this form or at any time in this process, you can contact Life and Disability Services at  
Edmonton and area  
587-756-8631

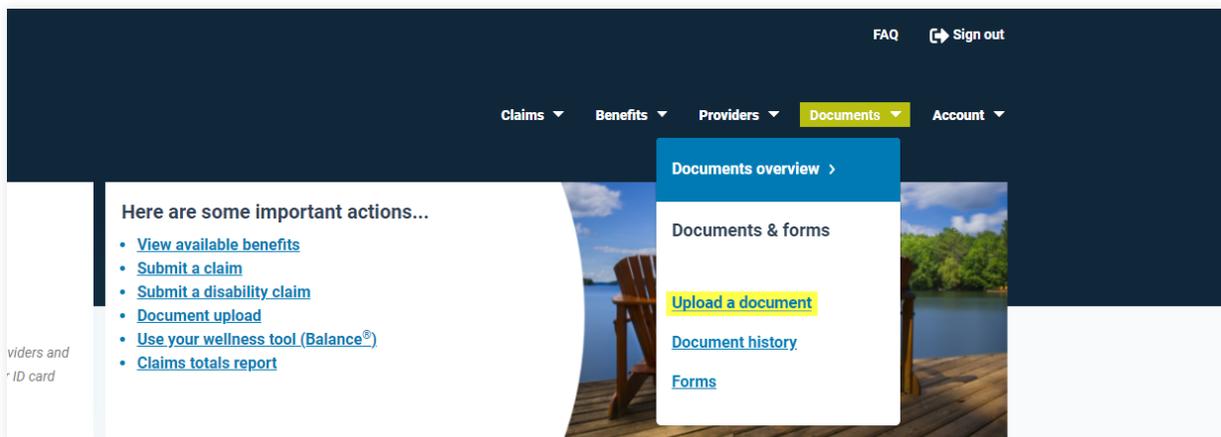
Step 1: Personal information  
Step 2: Position information  
Step 3: Medical information  
Step 4: Medical practitioner information  
Step 5: Additional information  
Step 6: Document upload  
Step 7: Review

## 6. DOCUMENT UPLOAD (continued)

If a required document has not been uploaded, or has been uploaded incorrectly, a prompt will appear in red indicating that a document is missing.



If additional documents are required for an existing disability claim, you can submit them through the "Upload a document" feature located on the homepage or under the "Documents" tab of the main menu.



## 7. REVIEW AND SUBMIT

Please review all of the information you have provided and ensure it is accurate. If any information needs to be updated, click “Edit” at the top right of each section. If everything is accurate, click “Submit”.

**7** ALBERTA BLUE CROSS<sup>®</sup> FAQ Sign out

### Submit disability claim

[Claims](#) [Benefits](#) [Providers](#) [Documents](#) [Account](#)

#### Step 7: Review

Please review your information below and ensure that it is accurate. If any information needs to be updated, click the edit button at the top right of each section.

**Personal and direct deposit information** [Edit](#)

First name	Jamie
Last name	Doe
Birthdate	Feb 12, 1973
Address 1	123 Street ABC Ave
City	Edmonton
Province/State	AB
Country	Canada
Postal/Zip code	A1A 1A1
Name of your employer	Company XYZ

**Need assistance?**  
For help completing this form or at any time in this process, you can contact

- Step 1: Personal information
- Step 2: Position information
- Step 3: Medical information
- Step 4: Medical practitioner information
- Step 5: Additional information
- Step 6: Document upload
- Step 7: Review

## SUBMISSION CONFIRMATION

Once your claim is submitted, you will receive an immediate confirmation that the claim was successfully received and, if necessary, a representative will contact you to discuss next steps. At this step, you can obtain a PDF copy of the form for your records. You can click “View disability claim status” to be directed to your claim menu for the claim type submitted and to check the status of your claim.

ALBERTA BLUE CROSS<sup>®</sup> FAQ Sign out

### Submit disability claim

[Claims](#) [Benefits](#) [Providers](#) [Documents](#) [Account](#)

#### Confirmation

Thank you for submitting your disability claim. It has now been successfully received. If you have additional documents to submit in support of your claim, please refer to the [document upload page](#).

Your disability claim number is: GDC-CSD85857729

If you have any questions, please contact Life & Disability Services at 587-756-8631 or toll free 1-800-763-6206 Mondays to Fridays between 8:30 a.m. and 4:30 p.m. (MT).

Want a copy of the form you just completed?  
[Disability claim summary report \(PDF\)](#)

[View disability claim status](#)

**Avoid delay, skip the line and save money with our member site**

Submit your claim online, reduce your exposure to COVID-19 and reap the benefits.

[Visit our blog](#)

## WE'RE HERE TO HELP

If you have any questions or need help completing the online claim, please contact our Life & Disability Services team.

**Edmonton area:** 587-756-8631

**Toll-free:** 1-800-763-6206

Monday to Friday, 8:30 a.m. to 4:30 p.m. MT.

