How to submit a health or dental claim: University of Waterloo WUSA/GSA

Important notice

You have 2 separate Student Health Portal accounts for your:

1. Health claims: you need to log in with your UWH member ID
2. Dental claims: you need to log in with your UWD member ID

You must submit health claims under your health account and dental claims under your dental account. If you submit under the wrong account, your claim will be declined, and you will have to resubmit under the correct account.

Step 1

Get started

- Click the green ‘Submit a claim’ button from the home screen.
Step 2

Choose the type of claim

- Use the search bar, or the drop-down menu, to choose a claim type.

If you're submitting a drug claim, skip to the ‘how to submit a drug claim’ section on page 7.

Reminder!

You must submit health claims under your health account and dental claims under your dental account. If you submit under the wrong account, your claim will be declined, and you will have to resubmit under the correct account.

Tip!

If you cannot find an exact match for the type of claim, type ‘Other’ and more options will appear.

Step 3

Find your health care provider

If you’ve been to this health care provider before:

- If you previously visited a health care provider for the same type of service, their information will be displayed under ‘Recent health providers’.

- If this service was completed by the same provider displayed, select the provider and click ‘Next Step’.
If you haven't been to this health care provider before:

- To search for the provider, click on ‘Look up your health provider by name or phone number’.
- Enter the provider’s first name, last name and/or phone number (searching by phone number is recommended).
- Click ‘Search’.

- If the provider is listed, select the provider and click ‘Next Step’.
If the provider is not listed, you will need to add them.

Select ‘Add a New Provider.’

Enter the provider details and then click on the ‘Confirm Entry’ button.

Select the provider you added and click ‘Next Step’.
Select who the claim is for, from the drop down ‘Who is this claim for?’

Answer all questions related to the claim.

Reminder!
You must submit health claims under your health account and dental claims under your dental account. If you submit under the wrong account, your claim will be declined, and you will have to resubmit under the correct account.

Provide details regarding the claim.

If there are additional claims to enter from the same provider, click the link to ‘Add additional treatment.’

Once all claim details have been entered, click the ‘Next Step’ button.
Step 5

Confirm your claim details

- Confirm the information you entered is correct.
- Review the ‘Confirm and Authorize’ section and select the check box.
- Click the ‘Submit’ button.
How to submit a drug claim

Step 1
Get started
- Type ‘Drug’ into the search bar.
- Click ‘Next Step’.

Step 2
Claims details
- Select who the claim is for, from the drop down ‘Who is this claim for?’
- Answer the questions.
- Upload your receipts or documents.
- Add any additional information.
- Click ‘Next Step’.
Step 3

Confirm claim details

- Confirm the information you entered is correct.
- Review the ‘Confirm and Authorize’ section and select the check box.
- Click the ‘Submit’ button.