



## **IMPORTANT: Actions to be taken regarding your group insurance**

We are pleased to inform you that effective November 1, 2023, a new claims platform will be rolled out for health care and dental benefits. The goal of this technological enhancement is to speed up and simplify the claims process, giving you an even more streamlined experience.

We have implemented different strategies to ensure a smooth transition. However, as a plan member, there are also steps that you will need to take. Please review the information below.

### **Your new Humania identification card**

- Your new Humania identification card will accompany the paper copy of this document and will be mailed to your home in mid-October. This ID card will include your new unique identifier, which will be required to submit health and dental claims going forward. A virtual copy of your identification card will also be accessible on the My Humania portal.
- Your Humania unique identifier will be activated on the morning of November 1, 2023. This code (HUM00000000000-00 format) will replace the policy and certificate numbers previously used to submit your pharmacy and dentist claims.
- You **do not need** to call Humania to activate your card.
- As of November 1st, the policy and certificate numbers previously used to submit medical and dental claims will no longer be functional for this purpose but will remain valid for travel insurance as well as for any other non-medical, non-dental benefit insured by Humania Assurance.

### **Actions required**

- Starting on November 1st, you will be required to present your new unique identifier code to all healthcare professionals (such as your pharmacist or dentist) so that they can update their records. As of this date, the previous information (policy number and certificate number) can no longer be used to submit these claims.

- In accordance with our privacy policy, we cannot transfer your banking authorization to the new claims platform. You will be required to complete a new authorization via the secure portal at [www.myhumania.ca](http://www.myhumania.ca) for the direct deposit of your benefits.
- Please review the information on your ID card carefully to ensure it is accurate. Report any error or omission to Humania Assurance's Customer Service at 1-800-818-7236 as soon as possible.

### **How to register on the My Humania portal**

As a plan member, you will be able to log in to the My Humania portal as of November 1, 2023.

1. Go to [www.myhumania.ca](http://www.myhumania.ca);
2. Click on "I Register".
3. Follow the steps (you will need the unique identifier found on your new Humania identification card).

### **Questions?**

A set of Frequently Asked Questions is dedicated to this transition. Click [here](#) to access it. For any additional information, you can also contact our Customer Service department at 1-800-818-7236.

Best regards,

The Humania Assurance team