

Benefits Now™ for Plan Members

group benefit plans made easy through online access

Benefits Now™ for Plan Members, our flexible, online self-serve system, gives you access to **plan information** 24 hours a day in English or French. Through a secure login, you can access general information about your coverage and specific information about your health, dental and health spending account claims. You'll also find information about dependents, printable health and dental claims forms, and a glossary of insurance terms.

Take advantage of **e-claim submission** of your Health and Dental claims, which allows us to receive your claims faster than with paper claim submission. Your claim payment will also be deposited directly into your bank account

You can choose to go **paperless** by providing your email address and banking information. Your claim payments will be deposited directly into your bank account and you can access your explanation of benefits electronically.

With our **Ask a Question** feature, you can ask the Group Client Service Centre any benefits-related questions with the click of a button. Our secure, encrypted messaging service ensures that your questions remain confidential. You have the option to receive an email notice when the reply to your question has been posted. You can also choose to speak to one of our Client Service Representatives, who offer bilingual services through our toll-free phone number.

Register for Benefits Now for Plan Members

You can register for Benefits Now for Plan Members by calling our Group Client Service Centre at **1-800-667-8164**. You'll be asked for your group and certificate number and will be required to answer a series of security questions to confirm your identity.

The Client Service Representative will provide you with a temporary password to access Benefits Now for Plan Members. Be sure to have this password and your group and certificate numbers available when you log in at <https://planmember.cooperators.ca>. You'll be prompted to change your password when you log in for the first time.

More information

If you have any questions about Benefits Now for Plan Members, contact our Group Client Service Centre at

1-800-667-8164

between 8:00 a.m. EST and 5:00 p.m. CST Monday to Friday.



MKT446 (GL2299) (05/13)