

# Benefits Now for Disability® video transcript

Managing disability claims is easy with the Benefits Now for Disability® platform. Through this online tool, you can submit disability claims and get real-time progress on new, active and processed claims. Let's look at the platform's features, and how to use them.

Find the information you need, whenever you need it, on the dashboard. Here, you can submit a new claim and see the status of all claims – both active and processed. This means you don't have to ask, and wait for, claim details from your disability support team anymore.

## How to submit a claim

To start a new claim, select **Submit New Claim**. Then fill out all required fields, indicated with a red asterisk, in the **Plan Member, Coverage, Earnings/Benefit, Pension, and Occupational** information sections.

Next, attach supporting documentation from your system. Note that each claim submission can include a maximum of 25 uploaded files. After submitting a claim, if you need to add more files, you can email them to [disability\\_claims\\_admin@cooperators.ca](mailto:disability_claims_admin@cooperators.ca).

In the **Summary** section, review the information you provided for accuracy. If there are no errors, select **Next**. Then, as a final step, select **Submit** in the **Confirmation** section to complete the process.

## How to review claim information

On the dashboard, you can find links to all your claims, including any newly submitted entries. Note that the list includes the full claims history of your group policy from the past two years, even for claims that were not submitted online.

To quickly access the claim you want to review, you can filter information from the top section, and sort the list from the header titles. Select a claim to view its up-to-date status, including case manager information, touchpoints, and expected return-to-work dates.

## How to access the platform

To get access to Benefits Now for Disability®, submit the Benefits Now® user agreement form, which is available from Benefits Now for Plan Sponsors® or by contacting our Group Client Service Centre.

Once you receive access, we'll send you an email with a link to activate your account. Use the link provided to activate your account and access the sign-in page. To sign in, enter your email and password, and then select **Sign In**.

You can also find the link on the Benefits Now for Plan Sponsors® portal, by selecting **Disability Claims** from the left-hand menu.

## Questions

If you have any questions, or require assistance, please contact our Group Client Service Centre at 1-800-667-8164.