



# Welcome

As your benefits provider, we look forward to being of service to you!

## Getting started is easy...

### RWAM Plan Member Services

Access through the direct link at:  
[www.rwam.com](http://www.rwam.com) - under 'Sign In'

If you do not already have a User ID & Password, click 'Register Now'.

## REGISTER NOW!

### Provide full name and surname

Your names must be entered exactly as they appear on your OneCard. Provide date of birth, Group #, Certificate # and email. Please use 'yyyymmdd' format (with no additional punctuation).

### Check the authorization box

This will indicate your authorization to view claims information concerning any dependents enrolled under your plan...!Continue!

### User ID

You will be provided with a User ID # (your unique 12 digit number). Storing this User ID in a safe location is recommended as you will need to enter it at each sign in. Your temporary password will automatically be sent to your email.

### Sign In

Once back on the 'Sign In' page, enter your User ID and copy and paste your temporary password. You will be prompted to change your password once signed in.

### Features of the Online RWAM Plan Member Portal

#### View & Update Personal Information

- Full Employee Benefits Booklet
- Benefit Confirmation
- Access your RWAM OneCard
- Dependent Information & Status
- Direct Deposit Banking Information
- Beneficiary Designation Form

#### Easy Claims Submissions

- Submit claims electronically
- Easy access to pre-filled claim forms
- 'Fast Facts' on recent dental & vision claim dates
- 'Claims Search' by date, benefit & individual

Single Coverage

Family Coverage

How to use  
your RWAM OneCard  
...see reverse




### EFFECTIVE DATE OF COVERAGE

It is advisable to verify the effective date of coverage - if you are unsure, contact your group administrator. The 'issue date' printed on your RWAM OneCard is not the effective date of coverage. Claims incurred prior to your effective date are ineligible.

**1-877-888-7926**

49 Industrial Dr., Elmira, ON N3B 3B1  
tel. 519-669-1632 fax 519-669-1923  
[www.rwam.com](http://www.rwam.com)





## Get your money faster

### Make claims processing faster & easier

- Register with Plan Member Services
- Enroll for Direct Deposit and choose email notification for your Explanation of Benefits
- Submit claims electronically through Plan Member Services or the RWAM Mobile App

### Submit Claims Electronically

Submit claims online at [www.rwam.com](http://www.rwam.com) and select 'Plan Member Sign In'.

Once logged into the RWAM Plan Member Website, under Quick Links, select 'Submit a Claim'. The remaining steps are easy - answer a few questions, attach an electronic copy of your receipt and submit.

### RWAM Mobile App

Once enrolled on RWAM Plan Member Services, download the free RWAM Mobile App on your smartphone or tablet (search 'RWAM') where you can:

- Submit health, dental and vision claims securely, directly from your phone or tablet
- View recently paid claims
- Access your RWAM OneCard to use your phone as your Drug Card, Hospital Card, Dental Card and Out-of-Country Travel Card - *if applicable to your group plan.*

### Enroll for Direct Deposit

Have your claim payments deposited directly into your bank account.

Sign up for direct deposit using RWAM Plan Member Services or download the application for direct deposit form (RA014) from [www.rwam.com](http://www.rwam.com) and submit to RWAM.

### Email Notification For Explanation of Benefits

Provide your email on RWAM's Plan Member site to receive your Explanation of Benefits (EOB) electronically on any processed claim paid by Direct Deposit. EOBs provide the information required to coordinate benefits with spousal plans, and should be kept for those requiring receipts for taxation purposes.

## Using your RWAM OneCard\*

RWAM has partnered with TELUS Health eClaims to give our members added convenience for direct submission of claims. *add something about ask for telus so you don't have to pay out of pocket..... anj help!!*



### At the Pharmacy

Present your RWAM OneCard to the pharmacist and receive instant confirmation of drug coverage.

### At the Dentist's Office

Once you have registered for Plan Member Services, your dentist can submit your claim electronically directly to RWAM for immediate adjudication and information regarding the eligibility of your claim.

### At the Practitioner's Office

*(ie. Chiropractor, Massage, Physio etc. & Vision)*

Your practitioner can remit claims electronically directly to RWAM using TELUS Health eClaims to streamline the claims process saving you time and allow you to keep your money in your wallet.

### Out-of-Province/Canada

Emergency assistance provided by Allianz Global Assistance is available 24/7/365 while you are travelling.

Always carry your RWAM OneCard along with your provincial health card and any direct calling codes to Canada.

Whenever possible, call before seeking medical treatment. Contact information is located on the back of your RWAM OneCard.

*\* Please note that all of the listed benefits may not be applicable to your group insurance plan.*



For complete details of your Plan Member group benefit plan, please refer to your Employee Benefit Booklet or contact your RWAM Plan Administrator.

If you have any questions, please do not hesitate to contact RWAM Group Administration at:

1.519.669.1632 or 1.877.888.7926 email: [inquiry@rwam.com](mailto:inquiry@rwam.com)