

Disability Claim Submission

Digital disability claim submission offers a faster, more convenient claims experience. Easily complete your plan member and attending physician statements and receive real-time updates through the disability management portal.

Getting Started

The Disability management portal can be accessed through Benefits Now for Plan Members web portal or cooperators.ca.

From the Benefits Now for Plan Members home screen, select Submit and view Disability claims.

From the Disability management portal, select Log in with Co-operators.

If it is your first time logging in, you will be prompted to enter your personal information.

Select Next to proceed to start a new claim.

Starting a new claim

From the Disability claim submission dashboard, select Start new claim.

Enter your personal information and select the type of claim you are submitting, then select Next.

Enter your Plan Sponsor information and select Next.

Select Attending Physician Statement to proceed.

Sending your Attending Physician Statement

Select Search for your healthcare provide and enter the necessary information to find your healthcare provider. If your provider is not listed, select Proceed to download APS Package to have your provider complete the Attending Physician Statement.

Confirm that your selected healthcare provider is correct and select Confirm Provider.

Review the consent and privacy information and select Agree and sign.

Enter your signature and select Sign and submit.

Select Digital to send the Attending Physician Statement for your healthcare provider to complete.

Select Complete My Plan Member Statement to automatically begin the Plan Member Statement.

Completing your Plan Member Statement

To deposit your disability benefits directly to your account, enter your banking information and select Next.

Enter your group insurance and personal information and select Next.

Complete the claim information questions and select Next.

Indicate if you are receiving or applied for other income and select Next.

Enter education information and select Next.

Enter occupation information and select Next.

Review the consent and privacy information and select Agree and sign.

Enter your signature and select Sign and submit.

Select Return to Dashboard to review all documents related to your claim.

Reviewing your claim from the dashboard

Review the status of your claim and the related documents by viewing the status beside the document.

Select More Details underneath the document to view more detailed information.

Select Download to the right of the document to download a copy.

If you need to submit additional supporting documents, drag and drop or click to select documents.

You will be notified by email if your healthcare provider completes or sends back any document related to your claim.

Questions?

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