



### How do I submit claims?

In order to be reimbursed for eligible medical and dental expenses the **signed** Claim Form and copies or originals of supporting documentation as specified in the table below must be submitted to Innovative Benefits.

Expense Type	Supporting Documentation
Prescription Medications	Computerized Official Prescription Receipt with Pharmacist signature or stamp
Non-traditional Medications	Computerized Official Prescription Receipt with pharmacist signature or stamp <b>OR</b> Official Dispensing Receipt from licensed medical practitioner stating that the items were prescribed and dispensed as a part of their required medical treatment.
Dental Treatments	Standard Dental Claim Form, including the Dentist's signature or stamp.
Optical Services	Prescription for Eyeglasses or Contact Lenses <b>AND</b> payment receipt
Medical Practitioners & Equipment <i>(e.g. Physiotherapy, Chiropractor, Massage Therapy, etc.)</i>	Receipt from the licensed Medical Practitioner or retailer, including all the following information. <ul style="list-style-type: none"> <li>▪ Practitioner, Clinic Name, Address and Phone Number</li> <li>▪ Name of the licensed Medical Practitioner who performed the service</li> <li>▪ License number and credentials of the medical Practitioner</li> <li>▪ Patient Name</li> <li>▪ Date of Service</li> <li>▪ Amount paid</li> <li>▪ Description of service or treatment equipment.</li> <li>▪ Signature or stamp of the licensed Medical Practitioner who performed the service</li> </ul>

### What if Innovative Benefits Inc. is the second payor?

If your HSA is the second payor then a copy of the receipt along with the Explanation of Benefits from the primary payor is required. Remember that submitting the same receipt for reimbursement to 2 or more payors constitutes fraud.

### Should I keep my original receipts?

Remember that if you do not send your original receipts, it is your responsibility to keep those and other claim documentation in your files as you may be required to show proof of the expense should Innovative Benefits Inc. or Canada Revenue Agency conduct a review.

### Where do I mail my claim form and/or receipts?

Innovative Benefits Inc.  
435, 450 Ordze Road  
Sherwood Park, Alberta  
T8B 0C5

### Can I email or fax my claim?

You are welcome to email your scanned claim form and receipts to [claims@innovativebenefits.ca](mailto:claims@innovativebenefits.ca) or fax toll free to 1.866.450.2507