



Provider eProfile and Direct Deposit Registration

Welcome to the Claimsecure Provider eProfile and Direct Deposit Registration Overview.

To complete the registration process, the following information must be available.

1. Your ClaimSecure provider ID

DENTAL OFFICES

Enter your full dentist unique ID number. This is the 9-character identifier which includes a leading 0 if required. You will also need the 4-digit billing office number

PHARMACIES

Enter your 10-digit ClaimSecure account number. This account number starts with a letter, followed by a space and 8 numbers

HEALTH PROVIDERS

Enter your 9-digit ClaimSecure account number, followed by your 4-digit billing office number

2. A valid email address
3. The last 2 statements (EOBs) received from ClaimSecure
4. Your banking information (transit, bank and account #)

This service is per individual dentist and not dental office based. It is also not available for chain pharmacies.

Once you have gathered the above information then you can proceed to our website and follow the steps provided on the following pages.

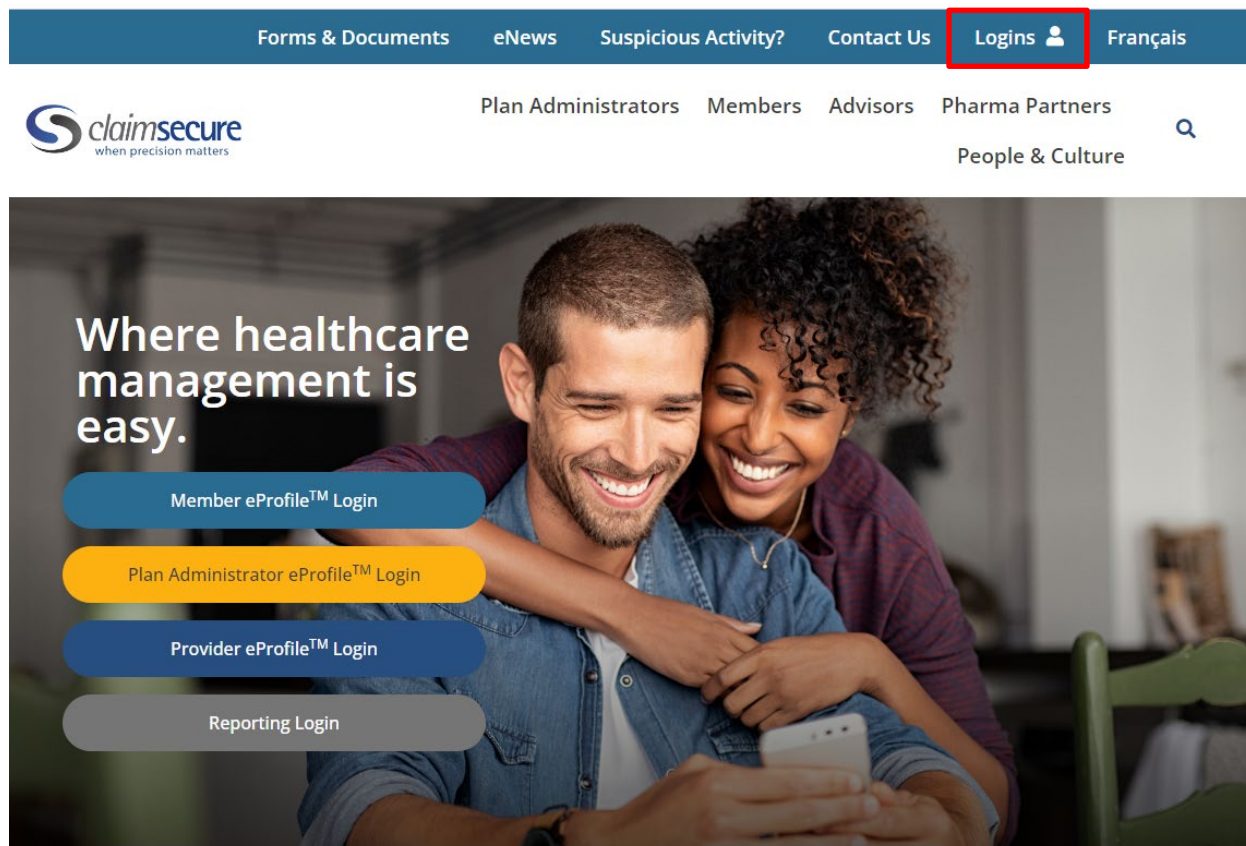
For your convenience, you may call the Customer Response Centre for help in enrolling into the ClaimSecure Direct Deposit system. This service is available to assist you between the hours of 7 am and 11 pm EST Monday to Friday. The toll-free telephone number is 1-888-513-4464.

Yours truly,

ClaimSecure

Provider eProfile and Direct Deposit Registration

Step #1: Go to <https://www.claimsecure.com> and select Logins



Provider eProfile and Direct Deposit Registration

Step #2: From the Drop-Down Menu select the “Provider eProfile Login” option. Once the new page opens, click on the Register Now button.

Français



Sign in with your Provider eProfile™ login

[Forgot Login ID or Password?](#)

Login

Register Now

Welcome to your Provider eProfile™

Use your Provider eProfile™ to:

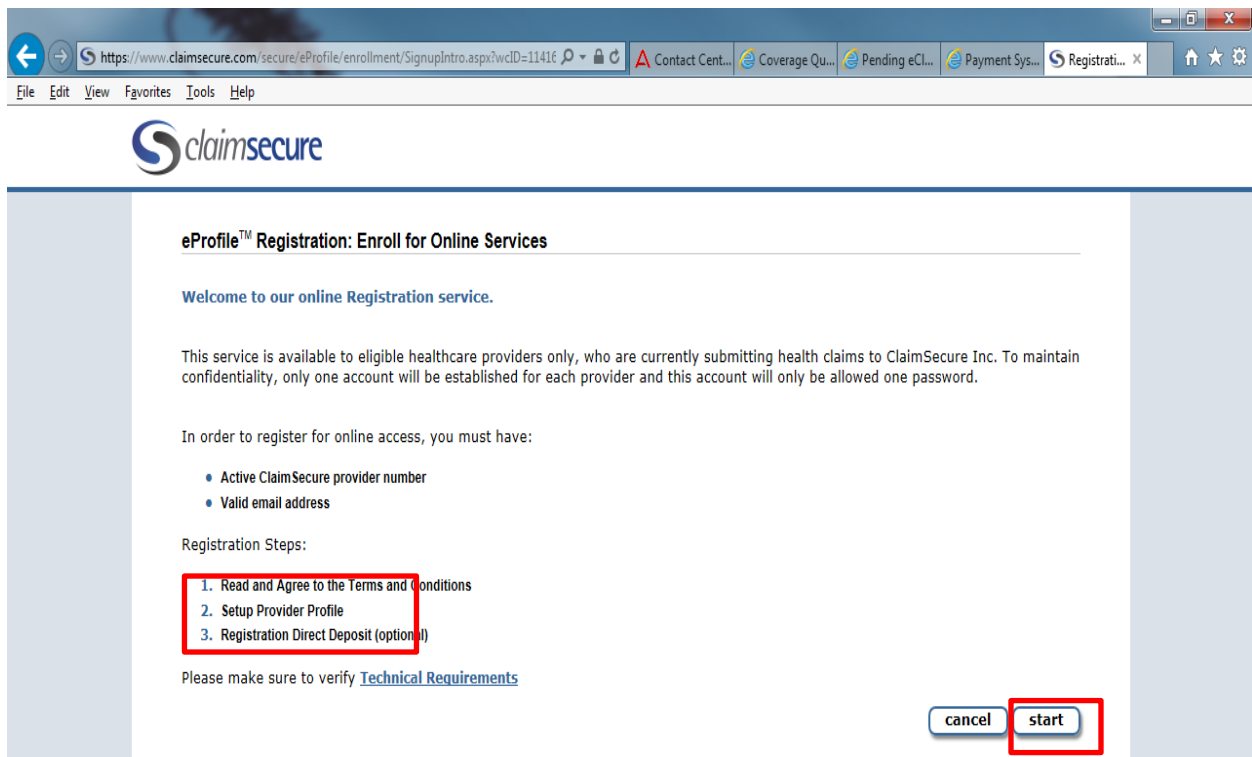
- > Access and print your electronic explanation of benefit (EOB)
- > Enroll in direct deposit
- > Stay up to date with eBulletins
- > Verify coverage

[Click here for a How-To Guide](#)

Click Here ↗

Provider eProfile and Direct Deposit Registration

Step #3: Read the welcome message and click on the “Start” button.



The screenshot shows a web browser window with the URL <https://www.claimsecure.com/secure/eProfile/enrollment/SignupIntro.aspx?wcID=11416>. The browser's address bar and tabs are visible at the top. The page content includes the ClaimSecure logo, a title "eProfile™ Registration: Enroll for Online Services", and a welcome message. It explains that the service is for eligible healthcare providers and that only one account will be established per provider. It lists requirements for registration: an active ClaimSecure provider number and a valid email address. A list of registration steps is provided, with the first three steps highlighted by a red box: 1. Read and Agree to the Terms and Conditions, 2. Setup Provider Profile, and 3. Registration Direct Deposit (optional). A link to "Technical Requirements" is also present. At the bottom right, there are "cancel" and "start" buttons, with the "start" button highlighted by a red box.

eProfile™ Registration: Enroll for Online Services

Welcome to our online Registration service.

This service is available to eligible healthcare providers only, who are currently submitting health claims to ClaimSecure Inc. To maintain confidentiality, only one account will be established for each provider and this account will only be allowed one password.

In order to register for online access, you must have:

- Active ClaimSecure provider number
- Valid email address

Registration Steps:

1. Read and Agree to the Terms and Conditions
2. Setup Provider Profile
3. Registration Direct Deposit (optional)

Please make sure to verify [Technical Requirements](#)

Provider eProfile and Direct Deposit Registration

Step #4: Read the Terms and Conditions and select the “I Agree” button.

eProfile™ Registration



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graph LR; 1((1)) --> 2((2)); 2 --> 3((3)); 3 --> 4((4));
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1 Terms and Conditions 2 Provider Profile 3 Direct Deposit 4 Change Password

Step 1 : Terms and Conditions

Please read and agree to the terms and conditions below

TERMS AND CONDITIONS
=====

By reading this agreement, and clicking the I AGREE button below, you have read, understood, and agree to the following:

USE OF SITE
=====

You agree that your use of this web site shall be on an "as is" basis. You agree that your use of this web site is entirely at your risk. Neither your Online Provider, nor any of its affiliated or related companies, agents or subcontractors, officers, directors, or employees, nor any other person associated with the creation or maintenance of this web site or its contents, shall be liable or responsible to any person for any harm, loss or damage that may arise in any connection with their use of this web site, including without limitation any direct, indirect, special, third party, or consequential damages. We will not be responsible for any detrimental reliance that you may place upon this web site or its contents.

This web site does not, and is not intended to, provide you with any financial, insurance, legal, healthcare or medical advice. This web site shall not be used, or relied upon by you, as a substitute for your own independent research or for appropriate advice provided to you by a qualified third party professional advisors.

Not all of your Online Provider's products and services may be available in all geographic regions. Nothing on this web site constitutes an offer to buy

I Agree

I Disagree

Provider eProfile and Direct Deposit Registration

Step #5: Please use the drop-down option on Provider Type and select your provider type. Enter your provider information below and select the “Next” button.

1

2

3

4

Terms and Conditions

Provider Profile

Direct Deposit

Change Password

Step 2: Provider Profile

Please enter your personal information below.
The information entered will be verified against our database to ensure you are eligible to view selected information

General Information

Provider Type

Dental

Provider ID

User Name

Email Address

Verify Email Address

Statement Details

Enter the statement date and lot number from any two statements that you have received within the past year.

First statement

Statement Date

Second statement

Statement Date

Lot Number

Lot Number

Security Question

Select Security Question 1:

What is your favorite vacation destination?

Answer:

Select Security Question 2:

Enter the last 4 digits of your driver's license #.

Answer:

Select Security Question 3:

In what city does your nearest relative live?

Answer:

back

next

Provider eProfile and Direct Deposit Registration

Step #6: Enter your banking information to complete the enrollment for Direct Deposit. Once the 3 boxes are filled in, click the “Submit” button.

eProfile™ : Account Management

Direct Deposit Information

To register for Direct Deposit, please enter all three pieces of your bank account number. This information can be found at the bottom of your cheque.

Transit
(5 digits)

Bank
(min 3 digits, max 4 digits)

Account
(min 1 digit, max 12 digits)



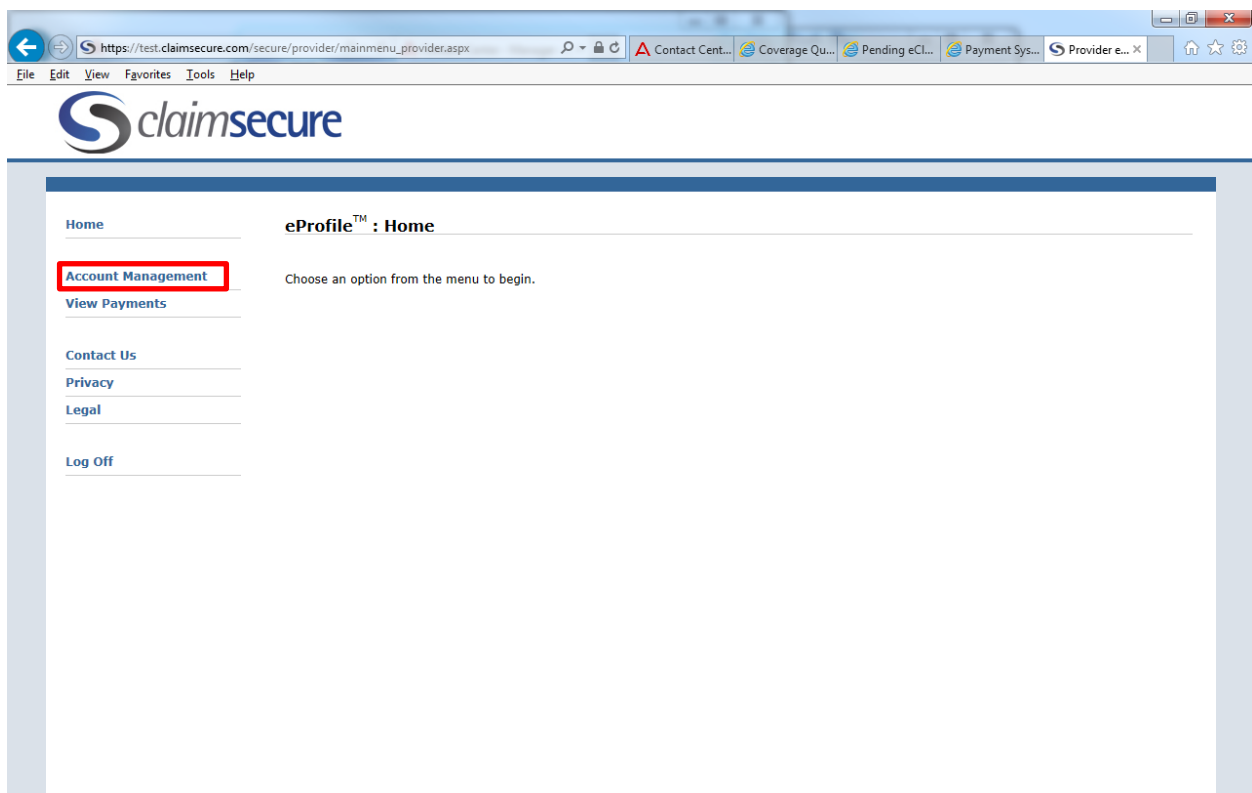
Step #7: You are almost done; you will receive 2 emails from “eProfile System@claimsecure.com”. One of the emails will contain the Username you have created with a Temporary Password to use on your first login attempt, please follow step in the email to activate the account within 15 days. The second email is the confirmation of enrollment into Direct Deposit.

Congratulations, from here forward all your payments from ClaimSecure will be deposited into the bank account that you provided via direct deposit. In addition, all your explanation of benefit statements (EOBs) will also only be available online.

Provider eProfile and Direct Deposit Registration

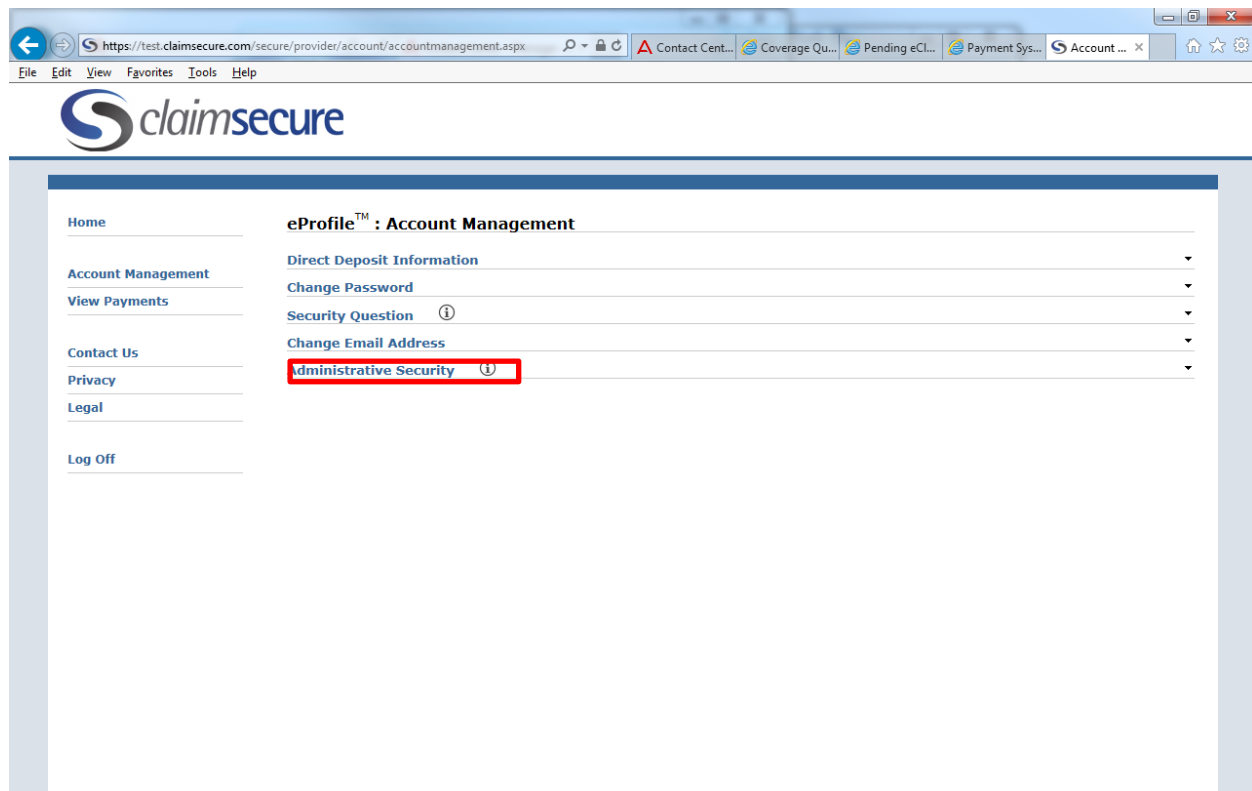
As an added security feature, we offer both administrator and staff level security. The eProfile default is at the administrator level, which means you will have access to view and change banking information. To ensure that only you can do this you will need to follow the steps below. Once you have followed these steps, additional employees at your office or pharmacy can also create eProfile accounts and these accounts will have full access less banking information.

Step #1: Select Account Management from the Home screen



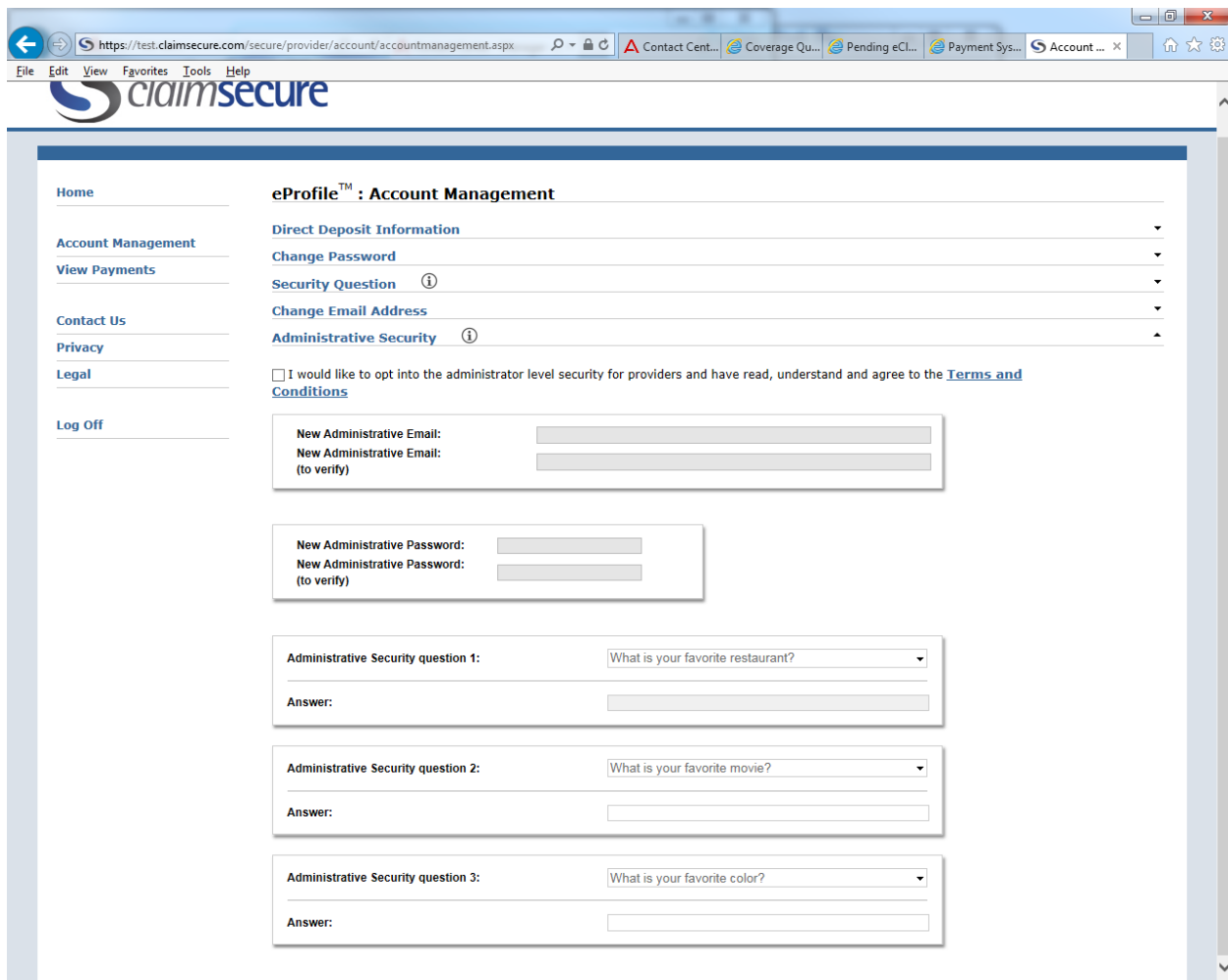
Provider eProfile and Direct Deposit Registration

Step #2: Select Administrative Security



Provider eProfile and Direct Deposit Registration

Step #3: Fill in the information requested below to set up an additional email, password and set of secret questions, which will be required before changes will be possible on banking information going forward.



The screenshot shows a web browser window with the URL <https://test.claimsecure.com/secure/provider/account/accountmanagement.aspx>. The page title is "eProfile™ : Account Management". On the left is a navigation menu with links: Home, Account Management, View Payments, Contact Us, Privacy, Legal, and Log Off. The main content area has a list of expandable sections: Direct Deposit Information, Change Password, Security Question, Change Email Address, and Administrative Security. The "Administrative Security" section is expanded, showing a checkbox for opting into administrator level security, which is currently unchecked. Below this are three sets of input fields for "New Administrative Email" and "New Administrative Password (to verify)". At the bottom, there are three "Administrative Security question" sections, each with a dropdown menu for the question and a text box for the answer. The questions are: "What is your favorite restaurant?", "What is your favorite movie?", and "What is your favorite color?".

eProfile™ : Account Management

- Direct Deposit Information
- Change Password
- Security Question ⓘ
- Change Email Address
- Administrative Security ⓘ

☐ I would like to opt into the administrator level security for providers and have read, understand and agree to the [Terms and Conditions](#)

New Administrative Email:
New Administrative Email: (to verify)

New Administrative Password:
New Administrative Password: (to verify)

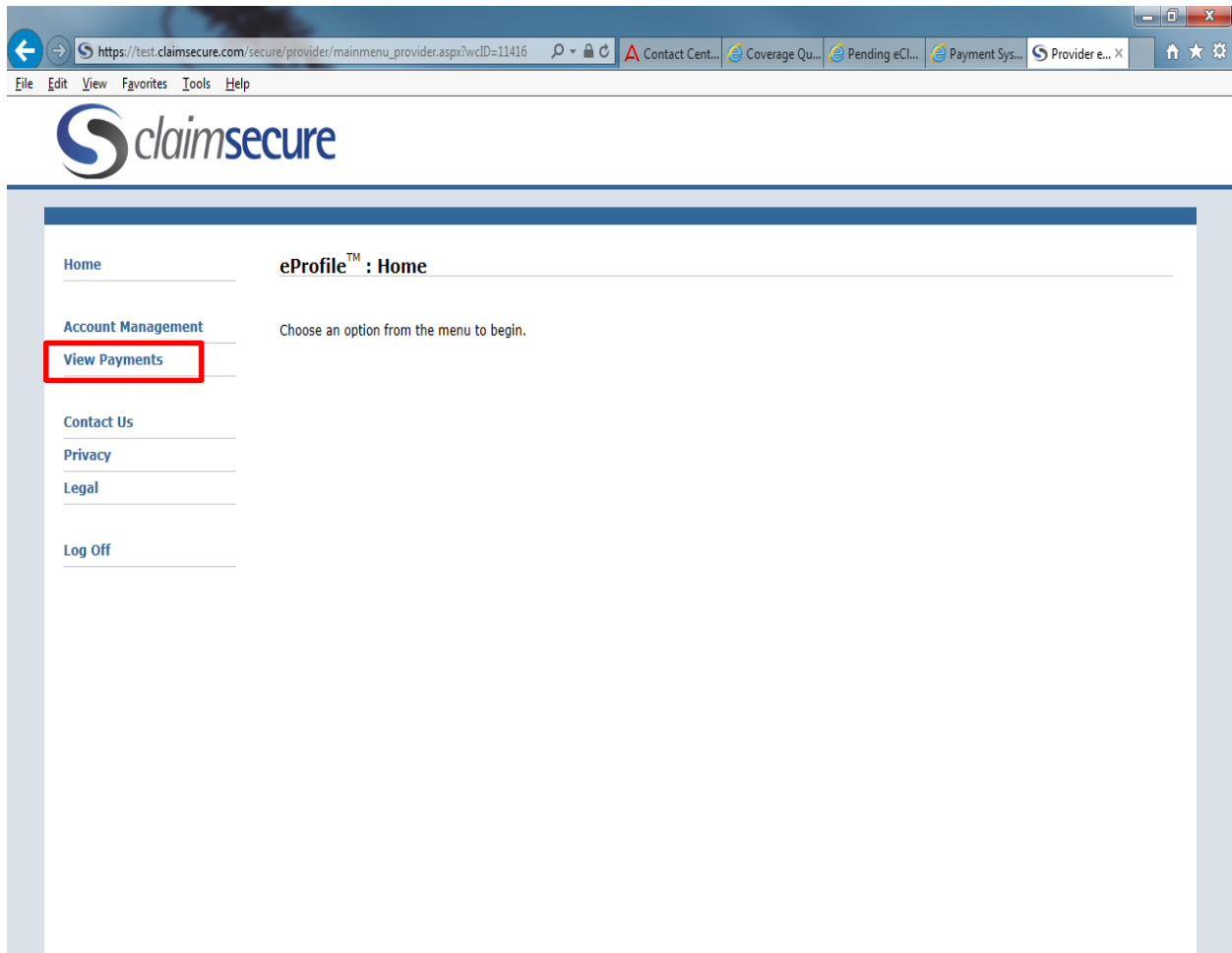
Administrative Security question 1:
Answer:

Administrative Security question 2:
Answer:

Administrative Security question 3:
Answer:

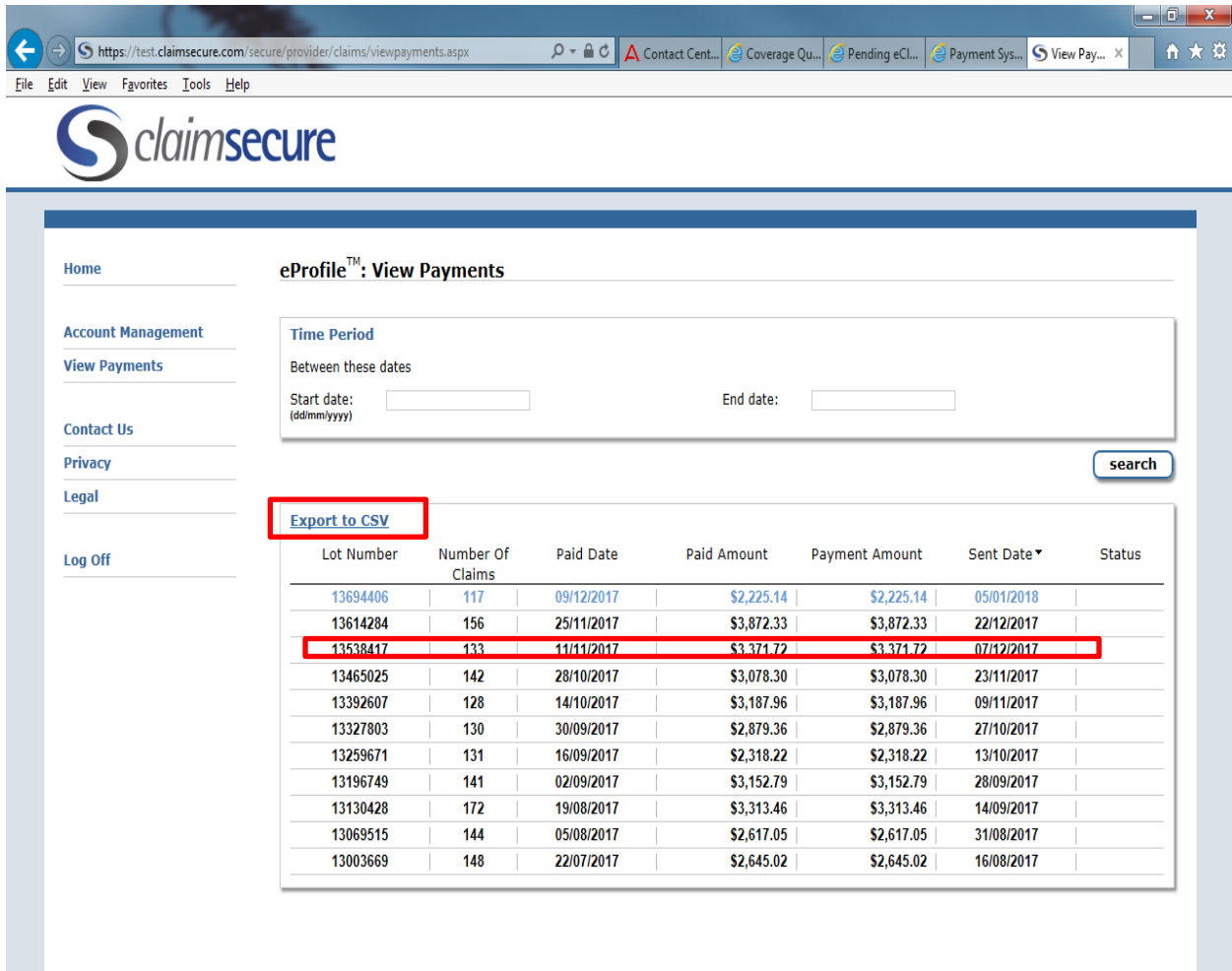
Provider eProfile and Direct Deposit Registration

To view the explanation of benefits for your direct deposit payments you will login to your eProfile account and select View Payments from the home page.



Provider eProfile and Direct Deposit Registration

You will select the payment (EOB) that you wish to see and then can open it by clicking on it or you can export it to Excel by selecting the 'Export to CSV' option.



eProfile™: View Payments

Time Period
Between these dates
Start date: End date:
(dd/mm/yyyy)

[search](#)

[Export to CSV](#)

Lot Number	Number Of Claims	Paid Date	Paid Amount	Payment Amount	Sent Date ▼	Status
13694406	117	09/12/2017	\$2,225.14	\$2,225.14	05/01/2018	
13614284	156	25/11/2017	\$3,872.33	\$3,872.33	22/12/2017	
13538417	133	11/11/2017	\$3,371.72	\$3,371.72	07/12/2017	
13465025	142	28/10/2017	\$3,078.30	\$3,078.30	23/11/2017	
13392607	128	14/10/2017	\$3,187.96	\$3,187.96	09/11/2017	
13327803	130	30/09/2017	\$2,879.36	\$2,879.36	27/10/2017	
13259671	131	16/09/2017	\$2,318.22	\$2,318.22	13/10/2017	
13196749	141	02/09/2017	\$3,152.79	\$3,152.79	28/09/2017	
13130428	172	19/08/2017	\$3,313.46	\$3,313.46	14/09/2017	
13069515	144	05/08/2017	\$2,617.05	\$2,617.05	31/08/2017	
13003669	148	22/07/2017	\$2,645.02	\$2,645.02	16/08/2017	