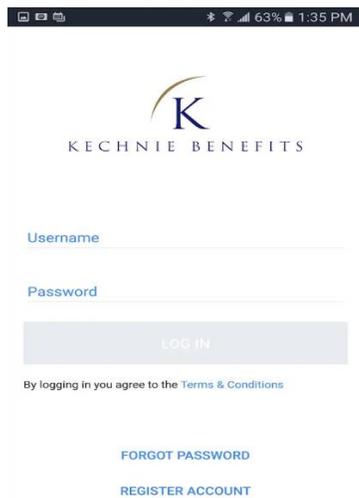




Mobile Claims Quick Reference Guide

The power to access your benefits information easily and securely. Anytime. Anywhere.



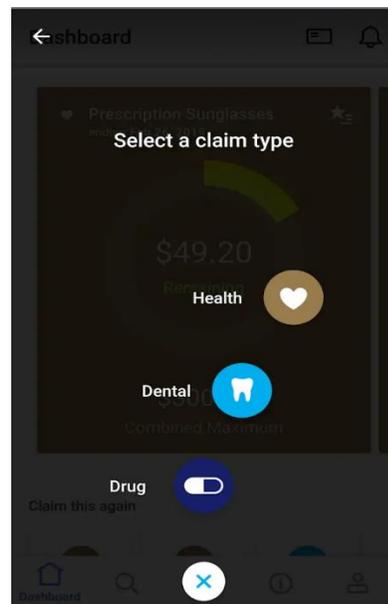
HOW TO ACCESS KECHNIE BENEFITS *MOBILE CLAIMS*

1. Search for “Kechnie Mobile Claims” in your App Store to connect to Kechnie Benefits. You can also register on your PC by going to kechnie.onlineclaimsaccess.net. You will need the information on your insurance/group benefits card to complete registration. If you don’t have your insurance card, you can obtain the relevant information from Kechnie Benefits. 2. Click Register Account and enter your Group number, Certificate number, Postal code and Date of birth. Then create your Username, enter your email address, and create a password (Password requires 8 characters, including at least 1 upper case letter, 1 lower case letter, 1 number and 1 special character) 3. Your profile, including address and direct deposit information, is automatically generated in the app. Access your information by clicking the profile icon  You can update your banking information, but only Kechnie Benefits can correct other details, such as your date of birth.



HOW TO SUBMIT A CLAIM

1. Click on the  button on the **Home** page. 2. Select a **claim type: Health, Dental, Drug**, etc. 3. Select the **patient**. 4. Search for your **service provider** or add a new service provider by clicking  Complete all fields. 5. Select **service**, or search for service by entering the first few letters of the service you are searching for (eg. Enter “mas” when searching for Massage Therapy) 6. Select the **service date** then enter the **service amount**. You can add additional services, or click the **checkmark** in the upper right hand corner if you do not have other claims to submit. 7. **Add your receipt(s)** by clicking on the **camera icon**. For optimal results, make sure that you have sufficient lighting when taking the picture and that the receipt is displayed on a flat surface. Please also verify that the picture is clear and in focus. ***Be sure to remove any interact/debit slips which may be covering information on your receipt!*** Click the **checkmark** in the upper right hand corner. 8. Review the claim, make any changes or even cancel the submission. If everything is correct, click the **checkmark** in the upper right hand corner. 9. Once submitted, you will see a confirmation that we will review your claim.





DASHBOARD

View benefit balances, “quick hit” submissions of services previously claimed, and review of recent submissions.



HISTORY

View claims history By Benefit Type or By Patient. Click  in the upper right hand corner to customize your claim search by date, patient, service, etc.



MY BENEFITS

Review benefit coverage, including benefit category, percentage covered, coverage status, general notes and remaining balances



MY PROFILE

View your contact information (note: **only Kechnie Benefits can update your address/date of birth information**), your benefit card and add/change direct deposit information.