

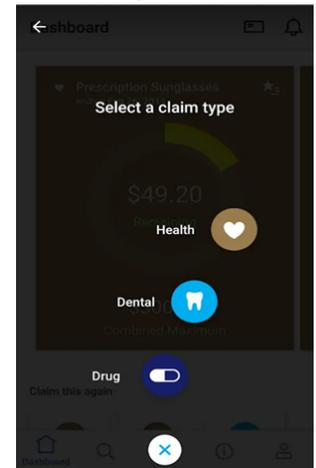


Submitting Your Group Benefit Claims for Reimbursement



Option 1: Use the KECHNIE MOBILE Claims App

- Search & Download the **Kechnie Mobile Claims App** from your App Store to your mobile device, or on your computer go to: kechnie.onlineclaimsaccess.net
- Set up your Claims profile using the details included in your Kechnie Benefits Welcome Package, or contact Kechnie Benefits for the details.
- Update your personal banking for direct deposit, once your profile is set up under the Profile Icon: 



Submitting a Claim on the App:

- On the Home Page click on the  symbol to add a new claim.
- Select the **Type of Claim** (Health, Dental, Drug, etc.)
- Select the **Patient Name**
- Search for your **Service provider** or add a new service by clicking  and completing all fields,
- Select the **Service** (or Search by typing the first 2-3 letters of the service type, EG. type M A S for massage).
- Select **Service Date**, enter **Service Amount**, click on the upper checkmark to submit.
- **Add your receipts** by clicking on the Camera Icon. Make sure the photo is well lit, the photo is clear, and the entire receipt/invoice's details are captured by the photo.
- **Review the Claim**, make any changes necessary or cancel if you are not ready to submit, then **click the "Checkmark" to submit your claim.**
- Once submitted you will see a confirmation that we will review your claim.

Option 2: Submit claims directly to the Kechnie Benefits Office

- Send copies of your original claim receipt(s), Explanation of Benefits (EOB) and/or additional supportive documents for the Benefits Team to process for you:
 - By Email to: Claims@Kechnie.com
 - Mail to: Kechnie Benefits, 447 Frederick Street, 4th Flr, Kitchener, ON N2H 2P4
 - Fax To: 1-866-710-7888

