

Beneva Client Centre Navigation Guide

beneva



Client Centre Summary page

- 1 Your plan
- 2 Recent claims
- 3 Submit a claim
- 4 Tools and quick links
- 5 Insurance card
- 6 Coverage tool

beneva

The screenshot shows the Beneva Client Centre Summary page. At the top, there is a 'Group insurance' section with a dropdown menu for 'Select an employer' showing 'G80018QUAT-Régime 18' and 'G80018QUAT-4123465021'. Below this is a navigation bar with links for 'Summary', 'Coverage', 'Documents', 'Claims', 'Disability', and 'My file'. A red banner at the top right contains a warning: 'Your claim is still Processing? Please check our processing times are currently longer than usual. You will be notified by email when your claim is processed.' Below the banner is the 'Recent claims' section, which includes a table with columns for 'Received on', 'Type of expense', 'Insured person', 'Status', and 'Reimbursement'. A single claim is listed for 'Jan. 14, 2026' for 'Incontinence Supplies' for 'Viviane L.' with a status of 'PROCESSING'. A 'View history' button is located below the table. To the right of the 'Recent claims' section is a 'Submit a claim' button, a 'Send a request' button, and an 'Update my file' button. Below these buttons is a 'Tools' section with links for 'Check my coverage', 'My dependents', 'My contact information', 'My banking information', 'Tax statements', and 'Proof of insurance'. Below the 'Tools' section is an 'Insurance card' section for 'beneva' showing the insured person's name 'Viviane Lamoureux', the insurer group 'G80018QUAT-412346502101', and the certificate number '62'. There is a 'Flip card' button and a 'Print' link. At the bottom right is a 'My coverage' section with a heading 'My coverage' and a paragraph: 'We now have a new and improved coverage tool that is designed to make your life easier. With it, you can: Estimate the reimbursement amount in just a few clicks. View the reimbursement terms and conditions specific to the estimate.' There is a 'Check my coverage' button at the bottom of this section.

1 Group insurance

2 Your claim is still Processing? Please check our processing times are currently longer than usual. You will be notified by email when your claim is processed.

3 Submit a claim

4 Tools

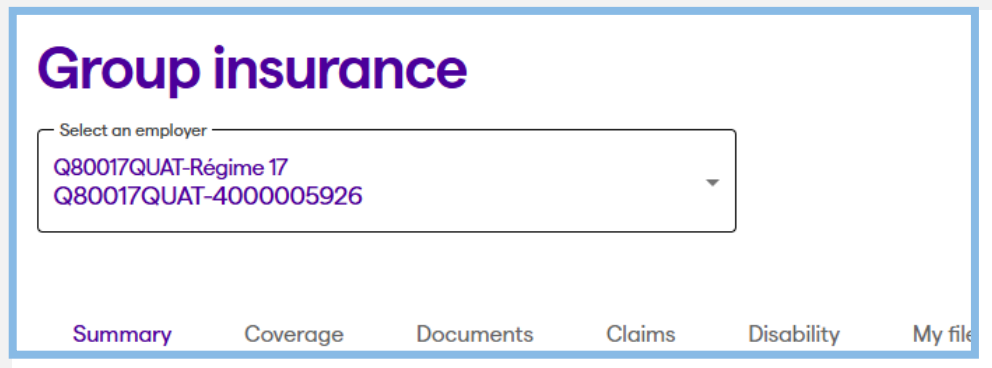
5 Insurance card

6 My coverage

Your plan

From the home page, you can access the following information about your Beneva group insurance:

- name of your employer
- group number
- certificate number



Group insurance

Select an employer

Q80017QUAT-Régime 17
Q80017QUAT-4000005926

Summary Coverage Documents Claims Disability My file

Submit a claim

It's easy to submit a claim, from the **Claims** tab, or directly from the **Submit a claim** button.

The screenshot shows the 'Claims' tab selected in a navigation menu. A warning message at the top states: 'Your claim is still Processing? Please be aware that our processing times are currently longer than usual. You will be notified by email when your claim is processed.' Below this is a 'Recent claims' table with one entry: 'Incontinence Supplies' for 'Viviane L.' with a status of 'PROCESSING'. To the right of the table is a 'View history' button. On the far right, a sidebar contains three buttons: 'Submit a claim', 'Send a request', and 'Update my file', followed by a 'Tools' section with links for 'Check my coverage', 'My dependents', and 'My contact information'.

| Received on | Type of expense | Insured person | Status | Reimbursement |
|---------------|-----------------------|----------------|------------|---------------|
| Jan. 14, 2026 | Incontinence Supplies | Viviane L. | PROCESSING | |

Before submitting a claim, you must enter your banking information, as this will allow claims to be reimbursed directly into your account.



Reimbursements are made only if all banking information is on file.

Banking information

1. Click on **Add bank account**.

You'll need your banking information to submit an online claim.

We can then deposit your reimbursements directly into your account.

Add bank account

2. Enter your **banking information** and click on **Next**.

My banking information

Enter the bank account you will use to receive your healthcare claim reimbursements.

0024 12345 123 1234567

Branch

Institution

Account

Please note that by saving this information, you are confirming that you are the owner of the account above and that the banking information is correct. Furthermore, you authorize La Capitale Civil Service Insurer Inc. to deposit your claim reimbursements directly into this account.

Previous

Next

3. Complete all the requested information to make your claim.

The screenshot shows the 'beneva' app header with navigation links: 'My products', 'Inbox', 'Contact us', and 'Fr'. The main content area is titled 'Insured person' and contains the instruction 'Select the person for whom the expense was incurred.' Below this, there are two radio button options: 'Eddie East' (which is selected) and 'Frank Nash'. A purple 'Next' button is located at the bottom right of the selection area, and a 'Cancel' link is at the bottom center.

The screenshot shows a screen titled 'Please answer the following questions.' with a 'See less -' link. It contains three questions, each with 'Yes' and 'No' radio button options:

- Question 1: 'Is your claim related to a trip cancellation or travel expenses?' (No is selected)
- Question 2: 'Is your claim the result of an accident?' (No is selected)
- Question 3: 'Are these expenses covered by another insurance plan?' (No is selected)

At the bottom, there are 'Previous' and 'Next' buttons, and a 'Cancel' link.

The screenshot shows the 'Expense category' screen. At the top, it says 'Insured person Eddie East' with a 'See less -' link. Below this, it asks to 'Select the category that applies to your claim.' There are three category cards:

- Prescription drugs**: Prescription drugs and medical appliances associated with a treatment.
- Dental care**: Cleaning and treatments, orthodontics, dental accident.
- Service or item**: Professional care and services, laboratory tests, hospitalization, medical equipment.

Below the cards is a search bar with the text 'mas' and a search icon. A dropdown menu is open, showing the following options: 'Massage therapist' (highlighted), 'Do you mean...', 'Kinesitherapist', 'APAP', and 'Penile traction device'. A purple 'Next' button is located at the bottom right.

4. If necessary, attach a copy of your receipt to finalize your claim submission and click on **Submit**.

Please provide a scanned copy or photo of the document.

⤴

Drag and drop a file here or click Add document

(Accepted document formats: .jpg, .png, .pdf. Do not exceed 10 MB.)

⤵

Previous

Claims follow-up

From the **Summary** or **Claims** tab on the home page, you can access your claims history, including information on each claim and its status.

The screenshot displays the Beneva user interface for claims follow-up. At the top, there are navigation tabs: **Summary**, Coverage, Documents, **Claims**, and Disability. The **Claims** tab is highlighted with a red box. Below the tabs, there are two buttons: **Submit a claim** and **Send a request**. The main content area is titled **Recent claims** and contains a table with the following data:

| Received on | Type of expense | Insured person | Status | Reimbursement | |
|---------------|-----------------|----------------|-----------|---------------|---|
| March 2, 2026 | Podiatrist | Barbara D. | PROCESSED | \$2.49 | > |
| March 2, 2026 | Podiatrist | Barbara D. | PROCESSED | \$1.69 | > |
| March 2, 2026 | Podiatrist | Barbara D. | PROCESSED | \$0.89 | > |
| Feb. 26, 2026 | Drugs | Barbara D. | PROCESSED | \$0.00 | > |

Below the table is a **View history** button. To the right of the table, there is a **Tools** section with the following links:

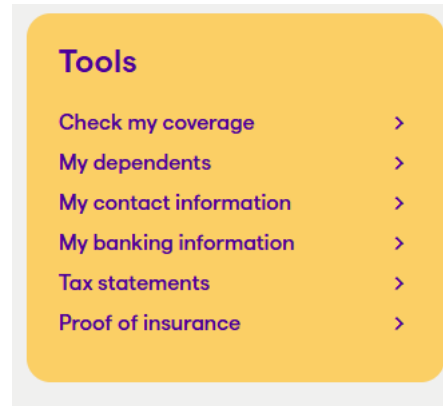
- Check my coverage >
- My dependents >
- My contact information >
- My banking information >
- Tax statements >
- Proof of health insurance >
- List of excluded healthcare professionals >

At the bottom right, there is an **Insurance card** section with the Beneva logo.

Tools and quick links

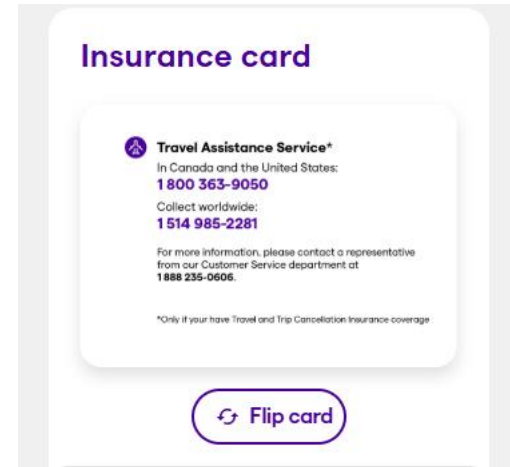
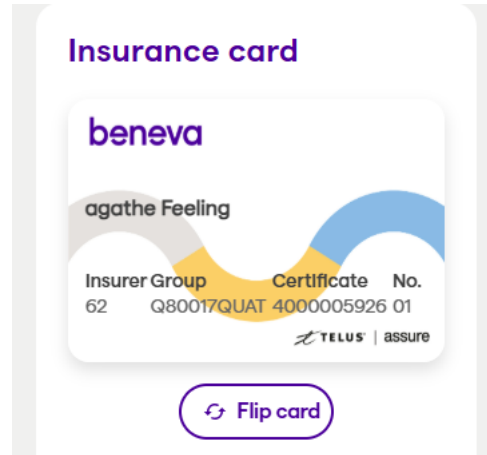
To help you manage your group insurance plan, several **tools and quick links** are available from the home page.

These links will allow you to make changes to your file, quickly view your coverage and access your tax slips.



Insurance card

You can access your digital **insurance card** directly from the home page. You will not receive a hard copy, the card is only available as a digital copy (Client Centre and mobile app).



Available coverage

Group insurance

Select an employer
G80018QJAT-Regime 81
Q80018QJAT-4123465021

Summary **Coverage** Documents Claims Disability My file

Your claim is still Processing? Please be aware that our processing times are currently longer than usual. You will be notified by email when your claim is processed.

Recent claims

| Received on | Type of expense | Insured person | Status | Reimbursement |
|---------------|-----------------------|----------------|------------|---------------|
| Jan. 14, 2025 | Incontinence Supplies | Viviane L. | PROCESSING | > |

[View history](#)

Tools

- [Check my coverage](#)
- [My contract information](#)
- [My banking information](#)
- [Tax statements](#)
- [Proof of insurance](#)

Insurance card

beneva

viviane Lamoureux

Insurer Group: G2 | Certificate No.: G80018QJAT-412346502101

of 1 year | issue

[Flip card](#)

[Print](#)

My coverage

We now have a new and improved coverage tool that is designed to make your life easier.

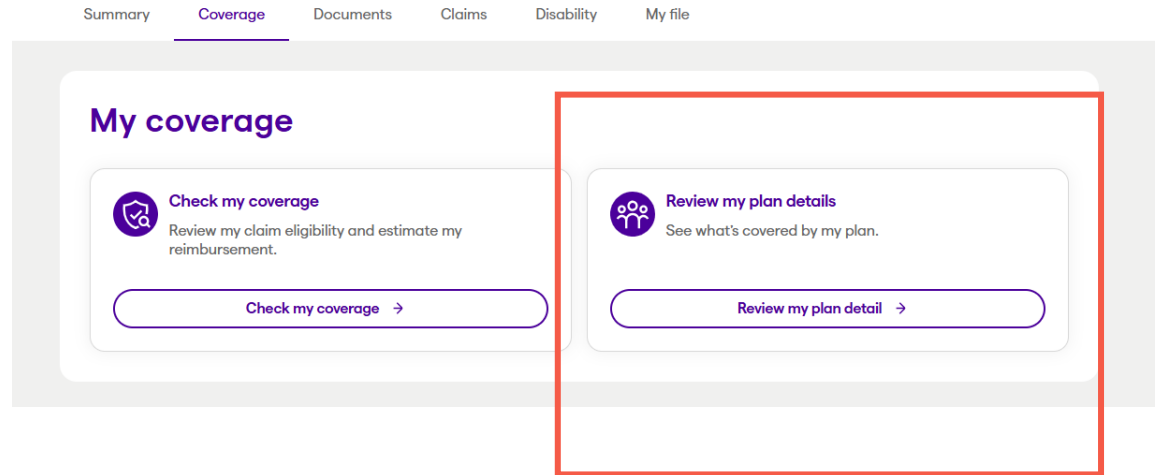
With it, you can:

- Estimate the reimbursement amount in just a few clicks
- View the reimbursement terms and conditions specific to the estimate

[Check my coverage](#)

Available coverage

You'll quickly have access to **information about your plan**, including who's insured and the types of care available.



Available coverage

From the **Prescription drugs** tile, you can access your drug coverage information, as well as compare prices at nearby pharmacies*.

The screenshot displays the Beneva app interface. The main section is titled "Check my coverage" and contains three expense category tiles: "Prescription drugs" (highlighted with a red box), "Dental care", and "Healthcare and equipment". Each tile includes a description and a button to check coverage or find out more.

The detailed view for "Prescription drugs" shows the following information:

- Drug Name:** NASONEX AQ. NASAL SPRAY 50MCG
- Coverage for this prescription drug:** Details >
- Identification No. (DIN):** 02238465
- Name of insured:** WILLIAM PAGUET
- Verification date:** 2023-11-29 10:08:31

The "Price comparison" section shows the average drug price for 140 units in Quebec as 29.00\$. Below this, the "Price in pharmacy" section lists nearby pharmacies with their distances and prices:

| Pharmacy Name | Address | Distance | Price |
|--|---|----------|---------------------|
| pharmacie martel et langlois pharmaciens inc. | 3657, Rue De L'Étrénière St-Augustin-Desmaures, QC G3A 1X1 | 1.8 Km | 26.60 \$ |
| pharmacie martel et langlois pharmaciens inc. | 119, 3-3645 Rue De L'Étrénière St-Augustin-Desmaures, QC G3A 0R6 | 1.8 Km | Price not available |
| nancy martel et marie-claude thivierge, pharmaciennes inc. | 101, 5220, Rue De L'Étrénière St-Augustin-Desmaures, QC G3A 0B4 | 2.3 Km | 32.20 \$ |

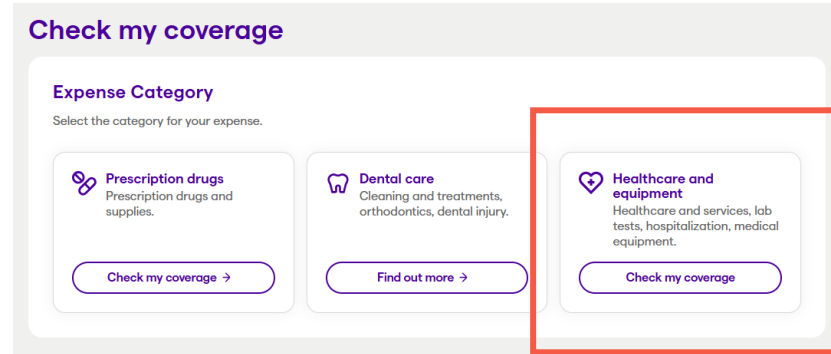


For information purposes only. Please refer to your group insurance contract for the terms, conditions and exclusions that apply to your benefits and, where applicable, to those of your dependents.

*Subject to information availability.

Available coverage

From the **Healthcare and equipment** tile, you can access your health coverage information and simulate a claim to find out how much of your claim will be reimbursed*.



For information purposes only. Please refer to your group insurance contract for the terms, conditions and exclusions that apply to your benefits and, where applicable, to those of your dependents.

*Subject to information availability.

Check my coverage

Click on **Check my coverage** and enter your health provider type in the search box, then next.

The screenshot shows a web interface titled "Check my coverage". It features three main sections:

- Expense Category:** A section with the instruction "Select the category for your expense." containing three cards:
 - Prescription drugs:** Includes a pill icon, the text "Prescription drugs and supplies.", and a "Check my coverage →" button.
 - Dental care:** Includes a tooth icon, the text "Cleaning and treatments, orthodontics, dental injury.", and a purple "EXCLUDED COVERAGE" button.
 - Healthcare and equipment:** Includes a heart icon, the text "Healthcare and services, lab tests, hospitalization, medical equipment.", and a "Check my coverage" button. This card is highlighted with a blue box and a blue circle containing the number "1".
- Select the category:** A section with the instruction "Search for healthcare or equipment relating to your expense." containing a search input field with the text "Massage therapist" and a magnifying glass icon. This section is highlighted with a red box and a red circle containing the number "2".
- Next:** A purple button with the text "Next" located at the bottom right of the interface, highlighted with a yellow box and a yellow circle containing the number "3".

Check my coverage

Fill in the required information for your claim and click **Check my coverage**.

About your expenses

Insured person

Who will incur the expense?

Select person
VIVIANE LAMOUREUX

Massage therapist expense details

Service

Visit - Follow-up Visit - Initial

Detail

30 minutes 45 minutes 60 minutes
 75 minutes 90 minutes 105 minutes
 120 minutes

Service provider information

Type of service provider
Select a service provider
Massage therapist

Service provider's province or territory
Select a province or territory
Ontario

Check my coverage

Check my coverage

Review your coverage details and remaining balance. Toggle on **Estimate** to simulate a claim.

Check my coverage

 Massage Therapist  Agathe Feeling  Visit - Follow-Up • 60 Minutes  Massage Therapist • Ontario  [Modify](#)

Coverage

Estimate

My coverage

As of March 4, 2026 at 11:24, this expense is covered. To be eligible, claims must satisfy the criteria detailed below.

Conditions for claim reimbursement

Percentage of reimbursement

70% of the eligible amount 

Reimbursement limits

When these maximums are reached, you are at the reimbursement limit for this expense for the covered period, even if other balances are still available.

Reimbursed up to **\$350.00 per calendar year** 

Balance **\$350.00**

\$0.00

This maximum is reserved for the person for whom you are checking the coverage.

The reimbursement limit is shared with other types of care and equipment.

Estimate

Enter an estimate amount and click **Calculate** to see your claim reimbursement estimate.

Check my coverage

👤 Massage Therapist 👤 Agathe Feeling 📅 Visit - Follow-Up • 60 Minutes 📍 Massage Therapist • Ontario [Modify](#)

Coverage **Estimate**

My estimated reimbursement

Amount billed by the service provider

95 **Calculate**

| | |
|-------------------------|----------------------|
| Estimated reimbursement | Out-of-pocket amount |
| \$66.50 | \$28.50 |

Details of the estimated reimbursement

| | |
|---|---------|
| Amount claimed Amount used to estimate the reimbursement. | \$95.00 |
| Eligible amount ⓘ Amount used to calculate the reimbursement. | \$95.00 |
| Percentage of reimbursement Percentage applied after the deductible is subtracted from the eligible amount. | 70 % |

Manage my dependents

- From the **My file** tab on the Summary page.
- By clicking on the **My dependents** quick link in the **Tools** box on the Summary page.

The screenshot displays the 'Group insurance' interface. At the top, there is a dropdown menu for 'Select an employer' with two options: 'Q80017QUAT-Régime 17' and 'Q80017QUAT-4000005926'. Below this is a navigation bar with tabs: 'Summary', 'Coverage', 'Documents', 'Claims', 'Disability', and 'My file'. The 'My file' tab is selected and highlighted with a purple box. A red-bordered notification box contains the text: 'Your claim is still Processing? Please be aware that our processing times are currently longer than usual. You will be notified by email when your claim is processed.' Below the notification is a 'Recent claims' table with columns: 'Received on', 'Type of expense', 'Insured person', 'Status', and 'Reimbursement'. The table lists five claims, all with a status of 'PROCESSING'. To the right of the table is a vertical sidebar with buttons: 'Submit a claim', 'Send a request', and 'Update my file'. Below these buttons is a 'Tools' section with a list of links: 'Check my coverage', 'My dependents', 'My contact information', 'My banking information', 'Tax statements', and 'Proof of Insurance'. The 'My dependents' link is highlighted with a purple box.

Group insurance

Select an employer

Q80017QUAT-Régime 17
Q80017QUAT-4000005926

Summary Coverage Documents Claims Disability **My file**

! Your claim is still **Processing**? Please be aware that our processing times are currently longer than usual. You will be notified by email when your claim is processed.

Recent claims

| Received on | Type of expense | Insured person | Status | Reimbursement |
|---------------|---------------------|----------------|------------|---------------|
| Feb. 17, 2026 | To be determined | | PROCESSING | |
| Feb. 17, 2026 | Prior authorization | | PROCESSING | |
| Feb. 17, 2026 | With X-Ray | | PROCESSING | |
| Feb. 17, 2026 | With X-Ray | | PROCESSING | |
| Feb. 13, 2026 | Prior authorization | | PROCESSING | |

Submit a claim →

Send a request →

Update my file →

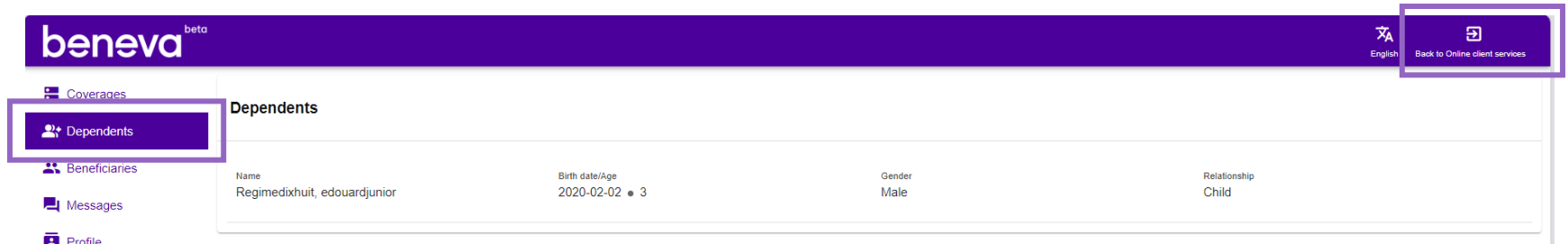
Tools

- Check my coverage →
- My dependents →**
- My contact information →
- My banking information →
- Tax statements →
- Proof of Insurance →

Details of dependants

The **Dependents** tab gives you access, in read-only mode, to information about your dependents. To modify this information, please refer to your employer.

You can return to the Client Centre summary page by clicking on the **Back to Online client services** button in the top right-hand corner.



The screenshot shows the Beneva client portal interface. The top navigation bar is dark blue with the 'beneva' logo and 'beta' text on the left, and a language selector (English) and a 'Back to Online client services' button on the right. The left sidebar contains a menu with 'Coverages', 'Dependents' (highlighted with a red box), 'Beneficiaries', 'Messages', and 'Profile'. The main content area is titled 'Dependents' and displays a table with the following data:

| Name | Birth date/Age | Gender | Relationship |
|------------------------------|----------------|--------|--------------|
| Regimedixhuit, edouardjunior | 2020-02-02 • 3 | Male | Child |

Personal information

From the **Profile** tab, you can update your personal information.

You can return to the Client Centre summary page by clicking on the **Back to Online client services** button in the top right-hand corner.

beneva beta

English [Back to Online client services](#)

Your information [Edit](#)

| Name | Gender | Date of birth / Age | Smoker status | Preferred Language |
|------------------------|--------|---------------------|---------------|--------------------|
| regimedixhuit, Edouard | Male | 1990-01-01 ● 33 | | English |

Addresses [Add](#) [Edit](#)

Physical
TEST SAC
Quebec, QC G2B 2A1
Canada
[Edit](#)

Contact information [Edit](#)

Phone - (Primary)
CA ● (581) 888-8888

Correspondence Email - (Primary)
edouard.regimedixhuit@mail.com

Work Email
edouard2.regimedixhuit@mail.com

Profile

- Coverages
- Dependents
- Beneficiaries
- Messages

My documents

From the **Documents** tab, you have access to several useful and relevant documents:

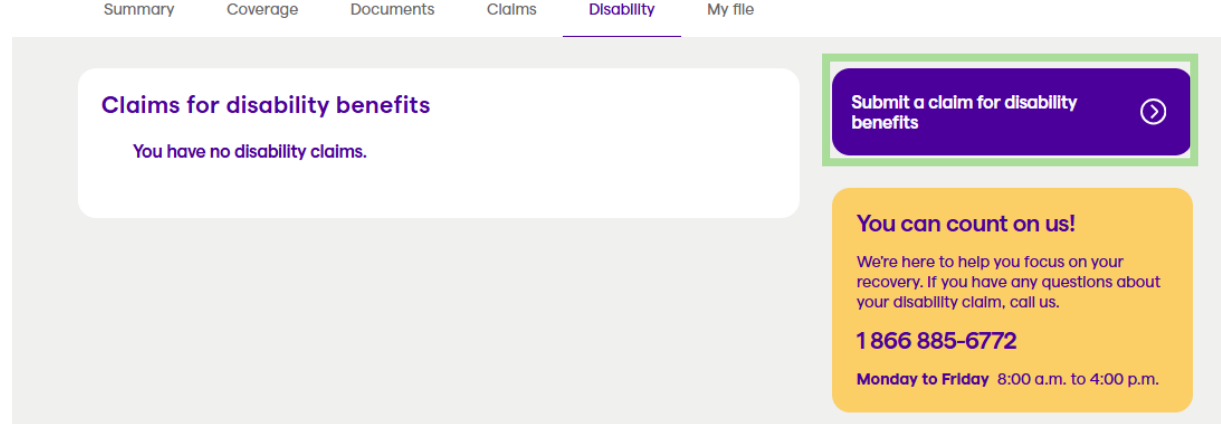
- 1 Your statements and plans
- 2 Your tax statements
- 3 Your insurance certificates
- 4 Your useful documents and forms (disability and healthcare)

The screenshot shows the 'Documents' tab selected in a navigation menu. The interface is divided into several sections:

- Statements and Plans:** A section with a message: "You have no statements nor plans." A callout '1' points to this section.
- Tax statements:** A section titled "Request your tax statements" with a sub-header "Select the type of statement". It features two radio buttons: "Cumulative benefits" (selected) and "Cumulative premiums". A callout '2' points to the "Cumulative benefits" option. Below this is a question: "Did you make any claims in the last year? Your cumulative benefits statement will only be provided on request." and a "Select the tax year" dropdown menu with "Year" selected. A "Request the statement" button is at the bottom of this section.
- Recent statements:** A table with columns "Date" and "Title". It contains one entry: "Oct. 31, 2025" and "2024 - Cumulative benefits for tax purposes". A callout '3' points to this section.
- Communications:** A section with a message: "You have no communications." A callout '3' points to this section.
- Useful Documents:** A sidebar on the right with a dropdown menu containing "Providers", "Coverage", and "Forms". A callout '4' points to the "Forms" option.

Disability

From the **Disability*** tab on the summary page, you can submit a disability claim. Click on **Submit a claim for disability benefits** online.



The screenshot shows a navigation bar with tabs: Summary, Coverage, Documents, Claims, **Disability** (highlighted), and My file. Below the navigation bar, there is a white box titled "Claims for disability benefits" containing the text "You have no disability claims." To the right of this box is a purple button with a white right-pointing arrow and the text "Submit a claim for disability benefits". Below the button is a yellow box with the heading "You can count on us!" and the text "We're here to help you focus on your recovery. If you have any questions about your disability claim, call us." followed by the phone number "1 866 885-6772" and the hours "Monday to Friday 8:00 a.m. to 4:00 p.m."



* This section is available if disability insurance coverage applies to your group.

Disability

This will allow you to start opening your file.

- If you have not already done so, please contact your employer and ask them to complete the **Employer Declaration**.
- The following documents will be required to complete the opening of your claim:
 - Insured person's statement
 - Attending physician's statement
 - Direct deposit enrolment form
 - Any other document relevant to your claim




If you have some of these documents handy, you can attach them in the following pages.

Disability

Complete the required information and click on **Next**:

Please detail what happened.

Last day worked

Date
2023-11-03 

Type of disability

Physical Psychological

Is this claim related to an accident?

Yes No

Do you wish to extend an ongoing disability with this claim?

Yes No

Next


Disability


Check the boxes that apply to your situation, upload your supporting documents and click on **Submit**.

Do you have one or several of the following documents on hand?

Check the corresponding boxes and attach a scanned copy or photo of each document.

- Insured's statement
- Attending physician's statement
- Application for direct deposit of benefits
- Any other relevant document to complete your file

 You can add missing documents later, in the Disability section of your Client Centre.

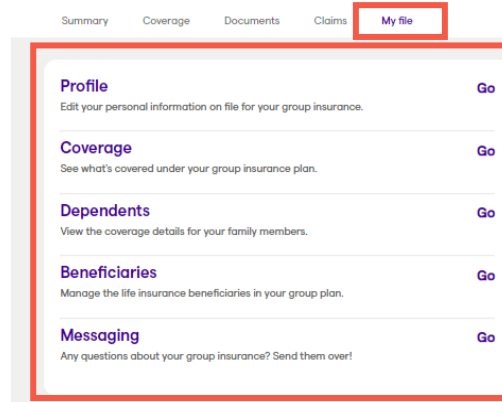

Drag-drop a file or click on [Add document](#)
The accepted formats are: .jpg, .png, or .pdf. Must not exceed 10 MB per file.

[Previous](#) [Submit](#)

My file

From the **My file** tab, you can easily:

- View and modify your profile
- View your protection details
- View dependents
- View and modify beneficiaries
- View and write messages



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