

## FAQ: Extended Health & Dental ClaimSecure Claim-Processing by Mail



All ClaimSecure e-claim processing through the eProfile system for prescription drug, extended health, and dental claims has been temporarily closed, resulting in the online eProfile portal being unavailable for claim submissions.

**1. Are all prescription drug, extended health and dental claims to be mailed?**

Yes, all prescription drug, extended health and dental claims are to be mailed.

**Exception: Electronic Data Interchange:** (EDI/Drug/Provider) when claims submitted electronically by providers are sent on behalf of students, will continue to be accepted as normal.

**2. What is the mailing address for the ClaimSecure, the Plan Administrator.**

ClaimSecure Inc

P.O Box 6500, Station A, Sudbury, Ontario P3A 5N5

**3. Where can claim forms be found?**

Claim forms can be found in the YOUR SPACE section of the website for your school

<https://wespeakstudent.com> or <https://morcara.ca/>

**4. Is Canada Post mail the only option?**

Yes, mailing via Canada Post is the primary option. Students may consider sending them by courier, which is optional. Mail timeline may average 5 – 10 business days as ClaimSecure's mailing address is in Ontario.

Commencing Friday, January 23rd, 2026, students can visit their Benefit Plan Office on campus to obtain postage and pre-labelled envelope to place their claim form, original documents and receipts into and mail. It is the responsibility of the student to ensure all forms are placed in the envelope and mailed. We recommend that students place their return address on the envelope.

**5. What is the Claims Processing timeline once claim form and documents are received and validated (by mail)?**

Typically claims are paid within 5 business days, unless there are additional validations required. If students are set-up for direct deposit/provide the direct deposit information, then they will be paid by direct deposit.

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### 6. What is the timeline to receive direct deposit and /or cheque if applicable?

Direct deposit really depends on the person's bank. Two to three business days after the claim is processed is typical. Cheques are sent via Canada Post and therefore up to their mail times.

### 7. Will all Explanation of Benefits (EOBs) be sent by mail?

If students currently receive electronic EOB, those will continue as normal. If a student does not have a registered profile they will receive by mail.

### 8. Will students see any messaging pop up when they try to access their e-profile?

E-profile is accessible as read-only to view submitted claims, coverage and balances including access to forms. Students may still create an account, access or update direct deposit information. The option to submit claims has been removed.

### 9. What is the duration of time the e-claims profile will be turned off?

Currently there is no set time frame and is dependent on the evaluation. As soon as we know when e-claim will resume, we will communicate that to you.

### 10. What type of assistance is available to the student members and where can they call?

Students who have questions can contact the Call Center at 1-800-315-1108 for Domestic students or 1-888-985-1552 for International students.