

# The Employee Journey with NHC

## 1 Account Set Up

Employees receive a welcome email to set up their password, personal information, and banking details online or through our mobile app, ClaimSnap (iOS and Android).



## 2 Account Overview

Employees see their balance, eligible expenses and all support articles online or through ClaimSnap.



## 3 Easiest Claiming Process in Canada

Employees only need to send us images of their receipts online or through ClaimSnap. National HealthClaim (NHC) reviews and enters in all the details, and **we make their claim for them.** Claim with only an image, nothing else!



## 4 Maximize Dollars

Employees use their own and/or a spousal insurance plan first, keeping their spending account balance intact for when they need it the most. It's the **most strategic coordination of benefits**, maximizing dollars for even more expenses covered for employees.



## 5 Complete Adjudication

NHC has a dedicated adjudication team that **reviews every receipt of every claim submission.** If anything is missing, we message the claim with detailed notes guiding employees with next steps.

Resubmitting is as easy as sending another image online or through ClaimSnap. Employees and companies never have to worry about underpaid or overpaid claims ever again when a dedicated team is taking care of all your details.



## 6 Status Notification

We aim for claims to be processed within **2 business days** and funds get deposited to employees' bank accounts within **1 to 3 business days**, thereafter.

Employees receive an email when their claim has been processed and paid. Their benefit information is always at their fingertips whether they log in online or through ClaimSnap. They can see their benefit year dates, deadlines, claim history, carry-over credits, and any claim messaging left by the adjudication team.

## 7 Dedicated Support

If an employee needs help, NHC's "absolutely incredible" support team is available **Monday – Friday 8:00 AM – 4:00 PM MST** by phone at **1 (866) 342 5908** or by email at **support@nationalhealthclaim.com.**

