

## On-Line Benefits Claims

Payment for services covered by our medical/dental benefits is often made directly to OTIP by the service provider. In many other cases, teachers themselves pay the service provider and then submit a paper claim form with the appropriate receipts for reimbursement from OTIP.

However, it is becoming more common for teachers to take advantage of OTIP's on-line process for submitting claims for reimbursement. In such cases, it is very important for teachers making on-line claims for reimbursement from OTIP to remember the following:

1. Our claims can be audited at any time. The audit process can include contacting service providers to verify claim details, as well as scanning claims and claim histories for anomalies, irregularities, and/or suspicious patterns. If questions about the validity of claims arise during the course of the audit, an investigation will ensue.
2. Therefore, it is very important that you obtain and keep valid and accurate receipts for all services and products for which you are claiming reimbursement.
3. You should ensure that your receipts are complete and contain all the information required to make a claim, e.g. identity of the person receiving the service (you or a family member), name, contact information, and professional registration number for the service provider, date the service was rendered, type of service, cost of the service, amount paid by you for the service.
4. You should ensure that the information you submit on your claim matches the information provided on the receipt.
5. You should keep your receipts for at least a year. If you do not yet have a file for copies of your claims, communications from OTIP, and all receipts, you would be well advised to create one and keep it at home in a secure location.