



# Provider eClaims

**RWAM's Provider eClaims solution delivers fast and convenient service to both plan members and healthcare providers.**

- Providers are able to submit claims online for immediate adjudication
- Claim payments are conveniently deposited to your account or can be directed to your healthcare provider

## **Who can submit claims?**

The following providers can submit claims directly to RWAM on your behalf.

- Physiotherapist
- Chiropractor
- Naturopath
- Chiroprapist
- Osteopath
- Psychologist/Psychotherapist
- Massage Therapist
- Acupuncturist
- Podiatrist
- Speech Therapist
- Social Worker

Please note that Vision will be eligible in late 2017.

## **What do you need to do?**

In order to take full advantage of the convenience of Provider eClaims Services, you need to register on RWAM's Plan Member Services website (<https://planmember.rwam.com>) and sign up for direct deposit. This ensures that your claims experience will be paperless...from the claims submission, to reimbursement, to your Explanation of Benefits.

## **How does it work?**

Claims can be adjudicated while you are in the provider's office, providing you with immediate information regarding the eligibility of your claim.

Using RWAM's Provider eClaims, the eligible reimbursement may be made directly to your bank account or payment can be made to your provider.

## **Healthcare providers**

To take advantage of RWAM Provider eClaims, have your provider register and submit your claims directly to:

<https://provider.rwam.com>

For more information visit:  
[www.rwam.com/en/providers/FAQs.aspx](http://www.rwam.com/en/providers/FAQs.aspx)

