

Starting March 4th, 2026

# GreenShield plan members will be asked to upload their receipt with all claim submissions in GreenShield+.

Rather than keeping it for future audits, you'll simply upload your receipt during the claim submission process, and GreenShield will store it securely.



## Direct billing remains available for members

We encourage members to check if your provider can submit claims on your behalf. This update will not impact the direct billing process.



## Simple uploading process with support

Receipts can be uploaded as a file or photo during claim submission. Clear prompts and step-by-step instructions will be available in the GreenShield Help Centre.



## Members will be notified in advance

Members will receive messaging on GreenShield+ and on the interactive Voice Response system, so you know what to expect and can prepare.



## Part of our digital transformation journey

This is a foundational step in GreenShield streamlining our claims processing to deliver a faster, more transparent claims experience for members.

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