

Sign up for On-line Claims Access, Direct Deposit and Electronic Payment of Dental Claims

You are now able to view your health and dental benefit claims history through our online claims portal. This tool gives you an opportunity to view your claim history, payments and print an Explanation of Benefits if your claim payments are deposited directly to your bank account. Other providers may wish to receive direct deposit for services rendered. They may call this office for set-up.

To sign up, please go to the following link: <https://sdacc.onlineclaimsaccess.net>

You will need to enter the following information:

- **Group/Policy Number** – as shown on your new ID card
- **Certificate Number/Client ID** – as shown on your new ID card
- **Postal Code** – your home address postal code (the home mailing address you provided to HBA)
- **Date of Birth** – Can be selected from the calendar
- **Username** – Please choose a username.
- **Email** – A valid Email address which will be used by the system to communicate with you.
- **Password** – must be at least 8 characters in length, not based on your username and must contain at least one character from 3 of the 4 following groups: number (0-9), one upper case letter (A-Z), one lower case letter (a-z), one special character (! \$ % ^ & * () ; : @ # ~ etc.)
- **CAPTCHA** (image) – You will be asked to type the **two words** shown for security purposes; the image, as well as the word above the box (field)you are typing in.

Please make note of your user name and password to login each time.

If you forget your login name or password, you can click on the “Forgot your username or password” link on the home page and once you enter your group and client ID number, postal code and date of birth, you will get an automatic reply with your information.

Please Note: *The Group Number, Client ID, Postal Code and Date of Birth must match the information our system has in the database for you. If any field does not match, the following generic message will be displayed on the page “We’re not able to match your information with existing records. Please make sure you have filled in the fields properly.” If this does occur, please contact healthbenefits@adventist.ca to confirm that the details we have in the system are current and up to date.*

See over for instructions on direct deposit to your Bank account

Once inside the portal, <https://sdacc.onlineclaimsaccess.net>, you will be able to set yourself up to receive direct deposit (electronic funds transfer) of your medical claims reimbursement. You will need:

- Bank transit number
- Bank code
- Your bank account number
- There are two additional fields which are optional

You may obtain the required information regarding your bank account from your personal cheque. On the bottom left of the cheque you will see the numbers you need to complete the online form.

- Ignore the first 3 numbers
- The next 5 numbers is the transit number
- The next 3 numbers is the bank code/institution number
- And the last 7 numbers is your account number