



# ePROFILE ClaimSecure Account

## Sign up for a ClaimSecure eProfile Account: Electronic Claims Submission, Direct Deposit, Claims History, Coverages and Balances, and More

To sign up, please go to the following link: [eprofile.claimsecure.com/login](https://eprofile.claimsecure.com/login)

### You will need to enter the following information:

- **User Name** – Any user name you want (which isn't already in use)
- **Last Name** – Your last name
- **First Name** – Your first name
- **Date of Birth** – Your date of birth
- **Group ID** – Number from your ClaimSecure benefit card (37962)
- **Certificate ID** – As shown on your ClaimSecure benefit card \_\_\_\_\_
- **Email** – A valid Email address which will be used by the system to communicate with you

*Important: Please make a note of your username and password to login each time. The Group Number, Client ID, and Date of Birth must match the information our system has in the database for you. If any field does not match the system will not recognize you; please contact [healthbenefits@adventist.ca](mailto:healthbenefits@adventist.ca) to confirm that the details we have in the system are current and up to date.*

When creating your ClaimSecure eProfile account, you will be able to set yourself up to receive direct deposit (electronic funds transfer) of your claim reimbursements. You will need:

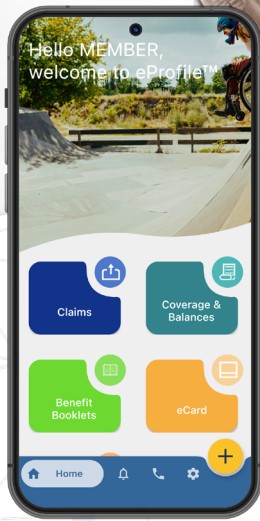
- Bank transit number
- Bank code
- Your bank account number

### Online Access to Forms through eProfile

In your eProfile account, you can obtain an electronic version of your Health Benefits card, Travel eCard, and other resources that pertain to your Health Benefits.

**SEE OVER**

Updated August 13, 2025



## Plan Member eProfile™

Managing your health just got easier with your personal eProfile™.

Your eProfile™ comes with a host of new and enhanced features to make managing your health, faster & more convenient - right from your phone or desktop.

You can enjoy the convenience of ClaimSecure's secure digital services in seconds by easily registering using the app in a few simple steps.

Sign-up for direct deposit, view benefit coverage & balances, submit claims using eClaim or Photoclaim, or add a digital benefits card to mobile wallets and much more! "ClaimSecure eProfile" is available for download on the Apple App store or Google Play store, or login to the eProfile™ website.

- Digital eCard available for download on the Apple App Store or Google Play Store



- Plan Members can add their personal eCard to their mobile wallet for easy access

### How to Contact Us:

#### Member Inquiries



**Customer Response Centre:**  
1-888-513-4464  
[service@claimsecure.com](mailto:service@claimsecure.com)

**Hours of Operation:**  
Monday to Friday:  
8:00 a.m. – 9:00 p.m. EST

**eProfile Registration:** [eprofile.claimsecure.com/Pages/Login/Login.aspx](https://eprofile.claimsecure.com/Pages/Login/Login.aspx)

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