



Irish Life
health

Online Claiming

Quicker, Easier,
Anytime



www.irishlifehealth.ie

Online Claiming Guide

It's quick and easy to use

You can claim for your day-to-day and outpatient expenses online anytime. It's a good idea to check what cover you have on your plan before submitting receipts. You can do this on irishlifehealth.ie

STEP

1

Getting Started

- > Log onto our member secure site on irishlifehealth.ie
- > Once logged in, click on the claims tab.
- > Remember, online claiming will only show in your member site if you have registered your bank details for online payment.

TIP: Your membership number is located on your Irish Life Health membership card. If you are having problems, call our support team on 1890 717 717



STEP

2

Uploading your Receipt

Upload a photo of your receipt and fill in your receipt details. If your receipt contains multiple treatments, each treatment should be entered as a separate line. Once you have entered the details of your receipt, simply click the **SUBMIT** button.

Remember your receipt should show:

- > the amount paid;
- > the full name of the member receiving treatment and their date of birth;
- > the date the treatment was received;
- > the type of practitioner that you attended;
- > the name, address and qualifications of the practitioner providing the care on the practitioner's headed paper.

Hold on to your receipts for 6 years as we may need them to verify your claim

STEP
3

Review your Receipts

On the review your receipts screen, you can see the receipt you just submitted.

You can also add or delete a receipt if you need to.

STEP
4

Payment Details

Once you have submitted all your receipts, we will display your bank account details.

This is the account the claim will be paid into.

Click **SUBMIT** to complete.

Remember, if you pay monthly by direct debit, your account details for online claiming must be the same.

STEP
5

Claim Submitted

Once submitted, a reference number will display.

Please keep note of this number in case you have a query in the future.

STEP
6

Claim Paid

We will review your claim and pay what you're owed directly into your bank account within 5 working days unless we need to talk to you about your claim.



Use Irish Life Health
Online Claiming on your
mobile, tablet and desktop



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For more information on Online Claiming
visit **irishlifehealth.ie**.