

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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