Smart Claim - how to submit a claim

Submitting a claim has become a lot easier thanks to our new online claims service, Smart Claim.

Before you start: You must first have been issued with a username and password in the new Unimed Smart Claim system and reset your password as requested. Once you have been set up and can access the Smart Claim service, follow the steps below to submit a claim. If you have not been issued with a username and password, please visit our website Online Claiming » UniMed and then click Register for Smart Claim.

To make a claim using Smart Claim:

1. Go to unimed.co.nz

2. Click the 'Smart Claim Login' button as shown highlighted below:

3. In the Smart Claim Page displayed, click the 'Submit a claim' icon:

Submit a claim

4. You will see the sign-in page appear. Type in your Smart Claim login details (username and password) then click 'Sign in.' It may take up to 20 seconds for the Smart Claim form to appear - please do not refresh your browser.

5. When the Submit a claim form appears, complete it and then click submit. Make sure you include all the steps below:

A. Review your personal details as displayed in blue in the 'Review your Member details' section – are they all correct?

B. IF you have a re-imbursement bank account number already set, review the account information to ensure it is correct (some detail is obscured by # characters – this is to keep your information secure.

C. IF you do not have a bank account already entered, you will be prompted to add one. Enter your account using this format: 12-1234-1234567-000

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D. Complete all fields in the 'Enter the details of your visit' section.

I. Select the relevant Member for the claim being submitted from the list of names under the 'Patient name' field (this will contain all the family members you have previously added to your Plan(s)).

II. Enter all other required details.

E. Click the 'Add another visit' button and enter details for a second visit.

F. Upload at least one file into the 'Upload Files' section. Note: There is a 20MB limit per submission, so if all attachments added are greater than 20MB in size, collectively, please break the claim up into smaller claims to ensure attachments don't exceed 20MB.

G. Read and select the applicable option in the 'Declaration' section.

H. Read and select all four declaration checkboxes.

I. Select the 'Certification' checkbox, confirming all information is true.

J. Confirm the 'Date Submitted' is correctly set to today's date.

K. Click the 'Submit' button to send the form to UniMed.

Tips:
- Please make sure you claim 'as you go' rather than waiting to claim at one time during the year. This will ensure prompt payment to you as required.
- When making a claim, please complete and submit your claim in one go as you are not able to save your claim to complete at a later date.