

GreenShield+ Mandatory Receipt Uploads

Upcoming Change to Your Claim Submissions in GreenShield+

Starting January 21, 2026, you'll be asked to upload your receipt with **all** claim submissions in GreenShield+. Rather than keeping it for future audits, you'll simply upload it during your claim submission, and GreenShield will store it securely for you.

What You Need to Know:

1. **A message will appear in GreenShield+**, letting you know this is coming soon and again when receipts uploads are now required.
2. **This requirement will apply to all claims submitted as of January 21, 2026**, regardless of the date you received the service.
3. **You will not need to upload receipts for claims submitted prior to January 21, 2026**, unless specifically requested to do so.
4. **Receipts will be accepted as a file or photo directly in GreenShield+**. Prompts will be provided throughout the claim submission process to make this easy to follow.
5. **Detailed instructions will be available in the GreenShield+ Help Centre** for additional support.
6. **You should always ensure you're requesting receipts from your health provider and keeping copies of your documentation.** If you cannot find your receipt, you should contact your provider for a copy. Quick tip: remember to check if your care provider can submit claims on your behalf.

For common inquiries or support with submitting claims, please visit the [GreenShield+ Help Centre](#).