

# Getting Started

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## Your Homepage

After successfully logging in, you will be greeted by your homepage. From here, you can view all active policies, contact HMI, or launch other activities. Throughout your time in Optim, your location will be indicated by a small orange bar under the tab you are viewing. In this example, the tab is highlighting your “Home” which displays the homepage.

Navigate to your open claims by clicking on the “My Claims” tab.

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View contact information

Contact Us

**HEARTLAND**  
Mutual Insurance

General Inquiries  
Phone: 1-800-265-8813  
Need Help With A Claim?  
claims@heartlandfarmmutual.com  
Need Help With Your Billings?  
billings@heartlandfarmmutual.com  
Need Help With Optim?  
optimsupport@heartlandfarmmutual.com

### My Policies

Residential	Farm	Auto
Policy Number 800328H01	Policy Number 800328F01	Policy Number 800328A01
Effective Date May 24, 2022	Effective Date May 24, 2022	Effective Date May 24, 2022
Expiry Date May 24, 2023	Expiry Date May 24, 2023	Expiry Date May 24, 2023
<a href="#">View Details</a>	<a href="#">View Details</a>	<a href="#">View Details</a>

# My Claims

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## My Claims Landing Page

The second tab on the homepage titled “My Claims” will bring you to the My Claims Landing Page. From here, you can view the details of claims associated with your active policies.

Policy Type	Policy Number	Claim Number	Date of Loss	Status	Details
	1448995F02	000-00-048247	Jul 18, 2022	<span>Open</span>	<a href="#">Details</a>
	1448995F01	000-00-048240	Jul 18, 2022	<span>Open</span>	<a href="#">Details</a>

To view more details on the claim, as well as input payment information or add documentation, click the “Details” button associated with the Claim you wish to open.

Here, view any active claims associated with held policies. The type, policy number, claim number, date, and status are all available through this short-view.

## Claim Details Page

On this page, you can send a message to your Claim Adjuster, add documentation, view details, or sign-up for Electronic Transfer / Direct Deposit.

Claim Details	
Submission Date	Policy Number
Jul 18, 2022	1448995F02
Additional Insured	Loss Location
-	324 Main St., Halifax, NS B2N 1G6
Product	Contact Person
Farm	Person Testatlantic
Primary Insured	Primary Email
Person Testatlantic	-

Use this button to send a message to your Claim Adjuster.

View available information on this claim here.


Add new documentation or sign-up for Electronic Transfer / Direct Deposit here.

## Sending Messages to your Adjuster

You can send a message to your Claim Adjuster by selecting the “Send Message” button located to the left of the Claim Details on the Claim Details screen.

To send a message to the Claim Adjuster associated with this policy, click “Send Message” and fill out the pop-up fields or call the number listed.

### Claim Adjuster

 Not available

You can either call us or send a message to your adjuster.

Phone Number Not available

[Send Message](#)

Fill in the subject and content of the message in these fields. Click “Send” to complete the action, or “Cancel” to return to the Claim Details page.

### < New Message

Subject

Message

[Cancel](#) [Send](#)

## Adding New Documents to a Claim

To add additional documentation to a selected claim, click the chevron to the right of “My Claim Documents.” Here, you can see all documents already associated with the claim. You can drag and drop files from your desktop or use the file selector to upload additional files.

**My Claim Documents** >

Receive Payments by Electronic Funds Transfer Direct Deposit >

**Important Note**  
For any questions regarding your claim, please contact your adjuster.

Click the Chevron here on your selected policy page. Before uploading a document, insure the policy selected is correct.

**My Claim Documents**

Policy Reinstatement Packa...  
Jul 18, 2022

Drag and drop files

Upload Documents

If you wish to download documents already attached to your claim, click here on each document.

Drag and Drop your document here to upload, or use the “Upload File” button to open the file selector.