

IMPORTANT CHANGES

FOR SUBMITTING YOUR HEALTH BENEFIT CLAIMS

Starting **October 17**, we're changing how we process direct billing claims from health providers. Instead of submitting your claim to a general Blue Cross account, they should submit to:

MEDAVIE Blue Cross

Once a provider has you in their system, future claims will automatically be submitted to us. **There is no change in your coverage.**

▶ WHAT DO YOU MEAN BY HEALTH PROVIDERS?



This change applies to anyone who submits a claim on your behalf, such as:

- Pharmacy
- Dentist
- Extended Health Provider
(for example physiotherapist, massage therapist, chiropractor)

We have communicated to all health providers about this change, and they should be able to easily submit your claim once you tell them your plan is with **MEDAVIE Blue Cross**.

▶ SHOW THEM YOUR **NEW CARD**



Next time you visit a current or new provider, simply show them your new attached ID card or the ID card on the Medavie Blue Cross mobile app.

Be sure to keep this card handy in the future for when you visit new providers.



▶ NEW MAILING ADDRESS



If your provider is not able to direct bill then the fastest way for you to submit claims is through our mobile app or the member site at medaviebc.ca.

However, if you need to submit a claim by mail, please send it to:

Medavie Blue Cross
P.O. Box 2318 STN Main
Edmonton, AB T5J 0L8

We are committed to continually improving your member experience and making it as easy as possible for you to access the health coverage you and your family need. Thank you for being a Medavie Blue Cross member.