



GETTING STARTED YOUR BENEFITS PLAN

Welcome to your Saskatchewan Blue Cross Group Benefits plan!

We love what we do, we're passionate about the services and products we offer, and we care about the people we work with every day—our customers, our colleagues, our communities. You can count on us to help you manage your benefits and make thoughtful healthcare decisions.

Frequently Asked Questions for New Members

Do I need to carry my new ID card with me?

Your Blue Cross ID card includes your policy and identification numbers. You'll need it whenever you contact us about your benefits. You'll also have to present it to your health care provider when requesting services.

The Group Member Mobile App includes a virtual ID card! Download the app to make sure you have your card with you wherever you go.

Can you deposit my reimbursements directly into my bank account?

Yes! Direct Deposit is the fastest and easiest way to have your claims reimbursed. Follow the instructions on the next page to sign up for Direct Deposit using the Group Member Portal or Mobile App.

How can I find out what's covered under my benefits plan?

Details, including plan maximums and coverage limitations, can be found in several locations:



Your benefits
booklet



Group Member
Portal

sk.bluecross.ca/portal



Group Member
Mobile App

sk.bluecross.ca/mobile

How do I submit a claim?

Direct Ask your health care provider if they're able to submit the claim electronically at time of service.

Online or Mobile Submit a claim on the mobile app or online and attach electronic copies (scans or photos) of your receipts. Follow the instructions on the next page for more information on submitting claims online.

By Mail Download a Standard Health Claims form at sk.bluecross.ca/forms. Print and complete it, attach your original receipts, and drop it in the mail

In-Person Bring your completed paper claim, along with your original receipts, to one of our offices.

Can I submit claims under two policies?

Yes, if you have more than one policy or you and your partner have separate health plans, you may be able to use them to maximize your reimbursement.

If the claim is for you, submit it to us. Once it's been processed, send a copy of your receipts and the Explanation of Benefits (EOB) to your other insurer.

If the claim is for your partner, submit to your partner's insurer first, then send a copy of your receipts and EOB to us.

If the claim is for your children, submit to the insurer of the parent whose birthday comes earlier in the calendar year. Once processed, provide a copy of your receipts and the EOB to the other insurer.

How do I use the Group Member Mobile App?

You can find a user guide to help you get started with the Mobile App on the next page.

Still have questions? We're here to answer them.

Contact your plan administrator or give us a call at 1-800-USEBLUE.®

Getting Started with the Group Member App

Download the Mobile App

Find the app by searching 'Saskatchewan Blue Cross Group Member App' in your phone's App Store. The mobile app is available in both the Apple App store and Google Play store.

Register

To get access to the secure and private Saskatchewan Blue Cross Group Member Services App you will need to set up a password. You will need the Policy Number and ID Number located on your member card to complete this process, as well as your name, date of birth and email address.

The information you enter must match the information Saskatchewan Blue Cross has on file.

- Select your card type from the images provided.
- Enter your ID Number, Policy Number, First Name, Last Name, Date of Birth, Email Address. Include all zeros when entering your ID and Policy Numbers. Your Username will be your Email Address.
- Press the Register button.
- A confirmation email containing a temporary password will be sent to the email address you provided.
- Login with the temporary password and it will prompt you to reset your password.
- Login with your new username and password.

Forgot Password

Select 'Forgot Password?' on the home screen and follow the on-screen instructions. You will need the Policy Number and ID Number located on your member card to complete this process.

- Enter your ID Number and Policy Number. Include all zeros. Press the Forgot Password button.
- An email containing a temporary password will be sent to the email address on file.
- Login with the temporary password will prompt you to reset your password (must be different from your previous 5 passwords).

Sign Up for Direct Deposit

To register for Direct Deposit tap "my account" from the upper right menu. Then select "direct deposit banking information" and save your information using the secure and private Saskatchewan Blue Cross Group Member Services app.

Find the branch, bank and account numbers for your account by looking at a cheque or by contacting your financial institution. Once your banking information is set up, you're ready to start submitting claims!

Submit a Claim

- Upload a picture of your receipt. You can take a picture without closing the app or choose a picture from your photo library that you took before starting your claim.
- Attach up to 10 documents (photos) to your claim.
- Answer the claims questions about other coverage.
- Answer the claims questions about treatment for accident.
- Confirm your banking information is correct.
- Agree to the Terms and Conditions.
- Submit Claim.

You will receive an on-screen confirmation that your claim has been submitted, as well as a confirmation email. We don't need the original receipt; however, we recommend you keep it for at least 12 months.

You can view your submitted claims in the *View My Claims* section.