

FOR
YOUR

Benefit



Information for plan members to help you make the most of your benefits

Changes coming to the Alberta Blue Cross member web site

As of July 10, we'll be updating the sign-in process for the Alberta Blue Cross member web site. This will require that members complete the registration process again.

We've heard from members who've asked us to make our sign-in process more user-friendly, and that's what we're doing. As a result, you will have to register on our member site again after July 10 and, while there won't be noticeable differences to the site content, you'll notice a few changes once you've completed this process.

1. You'll no longer need to enter your group and ID numbers to sign in. You'll be able to choose your own password and login ID to sign in to the Alberta Blue Cross member web site (as long as no one else has chosen it). You can even use an email address as your login ID if that's what you prefer.
2. If you have more than one Alberta Blue Cross benefit plan, you'll be able to use one login ID and password to view them all without signing in and out of multiple accounts. To view additional plans, go to "Your profile" and select "Manage multiple plans" from the drop-down menu, then enter the other plan's information.

Note: you will only be able to access the updated site using Chrome, Firefox and Internet Explorer 11 and above.

3. After completing your registration again, you'll be able to access the same information as before. This includes banking information for direct deposit, claim history and how much of your benefit maximum you've already used.

You'll also be able to use the same password as before, as long as your old password meets our new security requirements. It must contain between eight and 50 characters and include at least one number and one letter. Passwords are also case sensitive and cannot be the same as your login ID.

Thank you in advance for your patience and we apologize for the inconvenience of you having to complete your registration again. However, this update will enable us to provide you with even more self-serve and security enhancements in the future. We trust that you'll find these improvements worth the minor inconvenience. For more information, please visit our member web site.

Do you know which providers are ineligible?

Before you visit a health provider, it's very important that you visit our member web site first to see if the provider is eligible for reimbursement. The ineligible provider list on our site is a quick and easy way for you to determine which providers are ineligible—before you pay.

Access the ineligible provider list on our member web site at www.ab.bluecross.ca by signing in to your member account and clicking the **"Find out if your provider is eligible"** link. **Claims for products or services provided by ineligible providers won't be covered or reimbursed through your benefit plan.**

Part of Alberta Blue Cross's role in managing and administering benefit plans is ensuring that our service providers follow the rules set out in our Code of Conduct. The majority of health-care providers who deliver products and services to our members conduct themselves professionally and ethically.

We're obligated to ensure that the claims we receive are legitimate and medically necessary. As part of our provider management practice, we ensure that our benefit plans are protected from abuse or misuse by taking action against those providers whose behaviour may range from suspicious claiming practices to illegal activity. We actively investigate and pursue all questionable activities and have extensive measures in place to detect and combat plan abuse.

We take a firm stance if a provider's conduct negatively affects your group benefit plan. In these cases, we consider several courses of action—from filing a complaint with the provider's governing body to removing them from our provider eligibility list. In some cases, we may even take legal action. If we remove them from this list, all future claims for products or services from that provider are ineligible for coverage, payment or reimbursement.



Finding the resources you need to live a healthy lifestyle can be tricky. Staying motivated can be even harder. That's where our Balance online wellness platform comes in. Balance is an easy-to-use, comprehensive online wellness platform designed to help you stay healthy.

To help keep you motivated, every time you take a step to maintain or improve your health, you'll earn points that you can redeem for a chance to win great prizes.

Learn—complete a health risk assessment and access health resources.

Track—your steps, weight, blood pressure and other aspects of your health.

Earn—points that you can redeem for chances to win gift cards, Fitbits, GoPros, weekend getaways and more.

Both you and your dependants (16 years of age and older) can access Balance by signing in to member services at www.ab.bluecross.ca. Once you're signed in, click Balance under the "Your benefits" tab. Any information you provide is kept anonymous—individually identifying information cannot be seen by anyone but you.

Please note that Balance is available only to groups that have Balance as part of their plan design.

Connect with us

Why wait for the next issue of *For Your Benefit*? Keep yourself up-to-date about the latest Alberta Blue Cross news by following us on **Facebook**, **Twitter** and **LinkedIn** or reading our blog, *Blue notes*, at www.ab.bluecross.ca/blue-notes-blog/blue-notes-blog.php.

We'll share interesting health news, information about our community sponsorships and tips to make the most of your benefit plan. We'll also keep you informed regarding potential plan or coverage changes.



Your claim submission options

There are more ways than ever to submit claims to Alberta Blue Cross.



While more than 96 per cent of claims are direct-billed to Alberta Blue Cross by pharmacy, dental, chiropractic, physiotherapy and vision care providers at the time of service, we have convenient options for all of our plan members for those circumstances when you do have to submit a claim yourself.

My Benefits app—download our app for Android or Apple and submit claims to Alberta Blue Cross right from your phone or tablet. If we require more information, such as your receipts, you can take a picture using your device and upload them directly to us.

Mobile-friendly web site—our member services site works on most mobile devices. Not only can you submit your claims through the site, you also have access to all the features that the desktop version of the site offers.

Desktop web site—you can submit your claims directly to us by signing in to member services. You also have access to a number of other features—you can set up direct deposit, look up your next dental or vision checkup and more.

Claim form—not all claims can be submitted to us online. If you have a claim that can't be sent to us electronically, you can download a claim form by signing in to member services or visiting www.ab.bluecross.ca.

Edmonton 780-498-8000

Calgary 403-234-9666

Toll free 1-800-661-6995



Have a question about your coverage?

www.ab.bluecross.ca

We're here to help!



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