

# GETTING STARTED

## Your new group benefits plan



## Your journey to whole health & wellness starts here.

### Welcome to your new 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 – we are dedicated to *empowering healthy lives* across the province. As a Saskatchewan Blue Cross plan member, you have access to a wide range of benefits, services, tools and resources to support you in living your best life.

### GET STARTED IN 1, 2, 3!

Follow these steps to get registered and start managing your plan today!

#### STEP 1

Visit your member portal at [portal.sk.bluecross.ca](http://portal.sk.bluecross.ca) or by downloading the SK Blue Cross Member App from your phone's app store – scan the QR code below to get started!

#### STEP 2

From the home page of the app or portal, select "Register" to set up your account.

#### STEP 3

Provide the required information to finish registration. You'll need to have your policy and ID numbers on-hand from your new SK Blue Cross ID card.

*Scan here*

to get the SK Blue Cross Member App on iOS or Android!



## Your plan — at your fingertips

Access plan information, check coverage amounts, submit claims and so much more! The Saskatchewan Blue Cross member portal and mobile app make managing your plan a breeze.

### Once registered, you can use your member portal and app to:

- Submit claims quickly, easily and securely
- View recent claims, statuses and payment histories
- Search coverage and benefit details, including remaining balances
- Access your virtual ID card to share with providers and dependents
- Set up direct deposit and manage your account information
- Stay up-to-date with your plan with the notification centre
- Access exclusive member perks and partnerships

### Set up direct deposit

Submit your claims electronically and receive your reimbursements even faster by signing up for direct deposit. Navigate to **My Account** and select **Manage my Account** in the dropdown menu. Under **Claim Reimbursements**, select **Direct Deposit** and follow the on-screen instructions.

### Electronic claims submission

The quickest and easiest way to submit claims, with real-time adjudication on select benefits for faster claims payment processing. Select **Submit a Claim** and choose your claim type. We'll automatically include your name and policy information – you just need to upload your receipt.

### Check your coverage balances

Never again wonder how much massage coverage you have left to use. Navigate to **My Coverage**, then choose the benefit for which you want to see coverage details and balance information.



**Want more info?** Find FAQs and answers about your group benefits on the next page and flip to the last page of this document for a detailed app and portal quick start guide! If you have additional questions, we are here to answer them – give us a call at 1-800-667-6853 or contact your plan administrator.

## Your questions, answered.

### Do I need to carry my 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. **You can pull up your virtual ID card any time from the SK Blue Cross Member App.**

### How do I submit a claim?

- **Direct** • If your practitioner is able to direct bill, they can submit your claim electronically at the time of service.
- **Online** • Submit your claim through the member portal or mobile app and attach electronic copies (scans, files or photos) of your receipts.
- **Mail** • Download a standard claims form online at [sk.bluecross.ca/forms](http://sk.bluecross.ca/forms). Print and complete it, attach any applicable receipts and mail it to:  
516 2nd Avenue North, PO Box 4030  
Saskatoon, SK S7K 3T2
- **In-person** • Bring your completed paper claim form and original receipts to one of our offices.

### How long do I have to submit claims?

All plans have a submission deadline of 12 months from the date of service/purchase for their claims to be assessed. Your plan must have been active at the time of the service.

### I have more than one health plan. Who do I submit my claims to first?

**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.

### Can I add my partner and children to my policy?

All changes or additions to your dependents can be made in consultation with your group plan administrator — if you are unsure about who this is, connect with your HR department.

### Who can register for an account on the portal or the app?

Only the main policyholder can register for an account on the SK Blue Cross member portal and app. Dependent family members or other policy members must use the same account.

### How do I access my Employee & Family Assistance Program (EFAP) benefits?

Please contact your plan administrator for your unique access code. Head to [homeweb.ca](http://homeweb.ca), click **Sign Up** and follow the onscreen instructions, inputting your access code when prompted. Homewood Health's EFAP provides confidential, professional services for a broad range of personal and family challenges by telephone, in person and online, 24 hours a day, seven days a week. To access Homewood's mental health support over the phone, call 1-800-663-1142.

### How do I access my virtual care benefits?

Please contact your plan administrator for your unique Cleveland Clinic Canada Express Care Online (ECO) service key. **Download** the free Cleveland Clinic Express Care App on your mobile device and register for an account. When prompted, enter your unique service key. Confidential access is available 24/7/365 across Canada<sup>1</sup>. You and your eligible dependents can seek virtual care support as often as needed.

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

Details, including plan maximums and coverage limitations, can be found in several locations. Refer to your benefits booklet for policy and benefit details. View your coverage amounts and balances on your portal or mobile app any time.

### How can I find out if a specific procedure is covered under my dental benefits?

You can submit an estimate into our office in the same manner you would submit your claims — through your member portal or app, online directly through our website, in person or by mail.

## GET IN TOUCH

Our Member Experience Centre operates from Monday to Friday, excluding public holidays.

Our business hours are 8:30 a.m. to 5:00 p.m.  
In-person service hours are 9:00 a.m. to 4:00 p.m.

### SASKATOON

516 2nd Avenue North  
Saskatoon, SK

Phone 306-244-1192  
Fax 306-652-5751

### REGINA

100-2275 Albert Street  
Regina, SK

Phone 306-525-5025  
Fax 306-525-2124

[sk.bluecross.ca](http://sk.bluecross.ca)

1-800-667-6853 toll-free in Canada

Contact your plan administrator

<sup>1</sup>ECO services in Quebec are available from 7 a.m. – 7 p.m., seven days a week, except on statutory holidays.

## Download the SK Blue Cross Member App

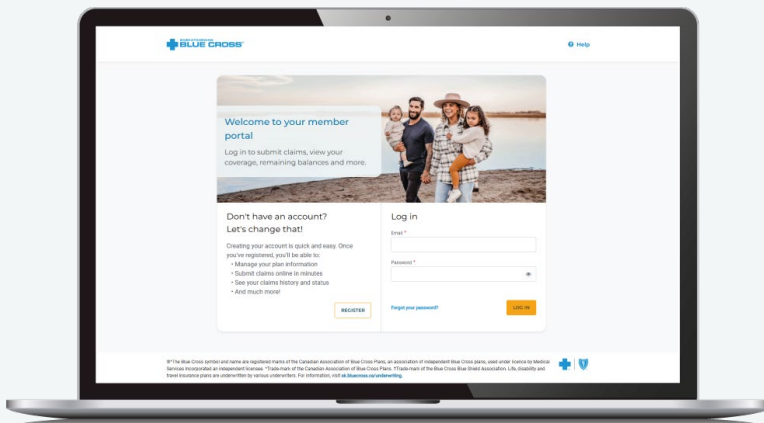
Find the app by searching *Saskatchewan Blue Cross Member App* in your phone's app store or by visiting our website at [sk.bluecross.ca/app](http://sk.bluecross.ca/app). The mobile app is available on both the Apple App Store and Google Play.

## Register

To get access to the secure and private Saskatchewan Blue Cross member portal and app, you will need to set up a password. Head to [portal.sk.bluecross.ca](http://portal.sk.bluecross.ca) and click **Register**. 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. Only the primary policyholder can create an account.

- Fill out the required fields completely
- Include all zeros when entering your ID and policy numbers
- Press the **Create Account** button to continue
- A confirmation email containing a temporary password will be sent to the email address you provided
- Log in with the temporary password and follow the prompts to create a password
- Log in with your new password to complete registration



## Forgot password

Select **Forgot your password?** on the portal home screen and follow the on-screen instructions.

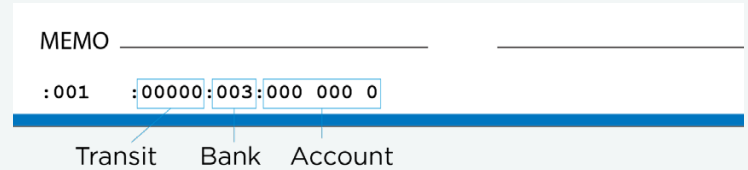
- Enter the email address that is associated with your account and click **Change Password**
- Check your email inbox for an email from Saskatchewan Blue Cross containing instructions on how to change your password
- Click the link in the email you received to reset your password and create a new one

The same login and account information is used for both the online portal and mobile app.

## Sign up for direct deposit

In order to submit claims electronically, you will need to register for direct deposit. From the portal home screen, click on **Manage my Account**, then select **Direct Deposit** under **Claim Reimbursements**.

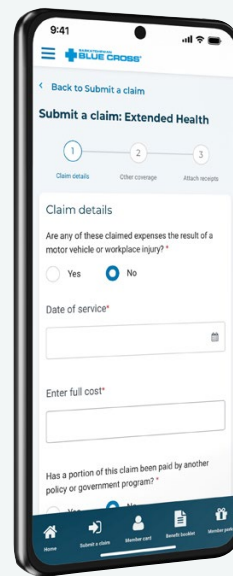
Follow the on-screen instructions and fill out all required fields. Locate your branch/transit, institution/bank and account numbers for your account by looking at a cheque or contacting your financial institution. Once your banking information is set up, you're ready to start submitting claims!



To take advantage of direct deposit, you'll need to have a Canadian bank account.

## Submit a claim

On the homepage of the app or portal, click **Submit a Claim**.



- Choose the type of claim you are submitting from the available options
- Answer all required questions about your claim and treatment – anything with an asterisk (\*) is mandatory
- Click **Next** to continue through the **Claim Details**
- You can search for your health care provider, but don't worry if they aren't in the search results – click the **Provider Not Listed?** button and fill in the information about your practitioner manually

- Answer all questions about other coverage, if applicable
- Attach up to 10 photos or digital copies of your required documents, like itemized receipts or claim forms
- Press **Submit** to complete your claim submission

You will receive an on-screen confirmation that your claim has been submitted, as well as a confirmation email.

Once your claim has been assessed, each receipt will appear separately with the reimbursement details in the **Claims** section of the app and portal.