

Your questions, answered.

WHEN SHOULD I START USING MY NEW CARD?

You should start using your new card on March 4, 2025. Please continue to use your existing card until March 3, 2025.

DO I HAVE TO UPDATE MY CARD WITH MY DENTIST, PHARMACY OR OTHER HEALTH PROVIDERS?

Yes. Beginning March 4, 2025, you will need to provide your new member ID card to all health providers, including your pharmacist, dentist and extended health providers, such as physiotherapists, massage therapists and chiropractors.

WHAT IF MY HEALTH PROVIDER IS NOT ABLE TO DIRECT BILL?

If your provider is not able to direct bill, submit your claim for fast repayment through the Saskatchewan Blue Cross Member App or Saskatchewan Blue Cross Member Portal at sk.bluecross.ca/portal. You can also submit claims by mail to Saskatchewan Blue Cross, PO Box 4030, Saskatoon, SK S7K 3T2.

DO I HAVE TO RE-REGISTER FOR THE MEMBER PORTAL AND MOBILE APP?

Yes, on March 4, 2025 you will need to re-register for the NEW Member Portal and app. If you already use the mobile app, please delete your current instance and download the SK Blue Cross Member App from the Apple App Store or Google Play Store. Re-register following the on-screen instructions.

NEW MEMBER PORTAL: Visit sk.bluecross.ca/portal, select “Register” and follow the prompts.

MOBILE APP: Download the mobile app by searching “SK Blue Cross Member App” in your phone’s app store. The app is available in both the Apple App Store and Google Play store. You may also head to sk.bluecross.ca/app on your mobile device.

You will be asked to confirm your direct deposit banking details are accurate as part of the re-registration process. This ensures you’ll continue to receive claim reimbursements promptly. Your claims history will transfer automatically.

DOES THIS AFFECT MY BENEFITS, CLAIMS OR EFFECTIVE DATE?

Enhancements and updates to your benefits plan are communicated directly by your Plan Administrator. You can access and view the most up-to-date version of your group benefits booklet by logging in to the new Member Portal and app. There is no change to your claims history or effective date.

WILL MY DIGITAL ID CARD ON MY MEMBER PORTAL AND MOBILE APP AUTOMATICALLY UPDATE?

Yes, your digital ID card accessible through your Member Portal and app will automatically update on March 4, 2025. You will need to save your new digital ID card to your Apple or Google Wallet.

WHO DO I CONTACT FOR ASSISTANCE?

We are committed to making this change seamless for you! Should you require any assistance during this transition, please contact our Member Experience Centre at 1-800-667-6853.

On March 4, get started with your new card.



RE-REGISTER FOR THE MEMBER PORTAL ONLINE by heading to sk.bluecross.ca/update and clicking *Register*.



CONFIRM YOUR BANKING INFORMATION to get your claim reimbursements through direct deposit.



DOWNLOAD THE BLUE CROSS MOBILE APP by scanning the QR code or visiting sk.bluecross.ca/app on your phone.



PROVIDE YOUR NEW MEMBER ID CARD to your health providers for easy direct billing.

IMPORTANT: Use Your New ID Cards Starting March 4, 2025

Continue to use your existing card until March 3, 2025. Your new card will be active beginning **March 4, 2025**. Once your new card is active, be sure to:

- Present your **new ID card** to all health providers when requesting services.
- Include your Policy and Identification numbers when you contact us about your benefits.
- Please destroy any previously issued cards.
- Delete the SK Blue Cross: Group app from your mobile phone.

CONTACT US

Drop by our Saskatoon or Regina offices for a visit, or chat with one of our Member Experience Representatives today at 1-800-667-6853.

GET ACTIVE!

Check us out on social media:

-  @SKBlueCross
-  Saskatchewan Blue Cross
-  @SKBlueCross

We're enhancing your member experience!

At Saskatchewan Blue Cross, we're committed to continuously evolving our services and enhancing your member experience.

Starting March 4, 2025, you can access your plan using the **NEW Saskatchewan Blue Cross Member Portal** and **SK Blue Cross Member App**. The new portal and app will provide you with an improved user experience, including easy access to your member perks, a new notification centre and the ability to view your remaining coverage amounts!

YOUR PLAN AT YOUR FINGERTIPS

- Submit claims quickly, easily and securely
- View recent claims and payment histories
- Search coverage and benefit details, including remaining balances
- Search for Practitioners on both desktop and mobile experiences
- Real-time adjudication for select benefits
- New notification centre and easy access to member perks

