

Reminder: Use Your New Saskatchewan Blue Cross ID Card Starting March 4, 2025

Dear Valued Member,

IMPORTANT: New ID Cards & Claims Availability

NEW ID CARDS

You will be receiving a new ID card in the mail prior to March 4, 2025. If you have not received it by March 3, 2025, please contact us at 1.800.667.6853.

CLAIMS AVAILABILITY

Online claims submission and direct pay with providers will be unavailable from March 1 – 4, 2025. If you rely on direct payment for prescription refills, please ensure you are refilling your prescription by February 28, 2025. Claims can continue to be submitted by mail or in person during this time.

Your member portal and mobile app experience is being enhanced to better support you in 2025. The health and wellness needs of Saskatchewan residents are continuously evolving, and we're committed to ensuring your needs are met. *There is no change to your plan coverage with these changes. Minor updates to your policy booklet will be available for your access and review when you log in to your new Member Portal and Mobile App experience from March 4, 2025.*

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:

1. 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:** Delete the "SK Blue Cross: Group" app from your mobile phone. 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.**
2. Include your Policy and Identification numbers when you contact us about your benefits.
3. Destroy any previously issued cards.
4. Present your new ID card to all health providers when requesting services, including your pharmacist, dentist and extended health providers, such as physiotherapists, massage therapists and chiropractors.

We have communicated to all health providers about this change, and they will be able to submit your claim when presented with your NEW member ID card. 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.

QUESTIONS?

Please call us toll-free at **1.800.667.6853** or email service@sk.bluecross.ca and one of our Member Experience team members will be happy to assist you.

Thank you once again for being a valued member.
Your Saskatchewan Blue Cross team