Plan Administrator FAQs

NEW PORTAL EXPERIENCES LAUNCHING MARCH 2025

On March 4, 2025, Saskatchewan Blue Cross will be launching a new plan member portal and apps (Apple & Android), and a new Plan Administrator Portal – complete with enhanced and intuitive user interfaces, streamlined navigation and new functionality.

IMPORTANT TO KNOW

- Please discontinue processing plan eligibility changes through your current Plan Administrator portal by **5 pm CST on Friday February 28, 2025**. Your new Plan Administrator portal access will be available March 4, 2025 and you may reach out to your Group Benefits Service Representative for eligibility changes that need to be provided between February 28 and March 4.

- **New ID Cards:** New ID cards will be issued to all plan members in the last two weeks of February. *There is no change to your plan members' coverages with these changes.*

- **Claims Availability:** There will be a short period where plan members *will not be able to submit claims electronically or via direct payment at Providers* between 11:59pm February 28, 2025 and the afternoon of March 4, 2025. Be sure to remind your plan members to fill essential pharmacy prescriptions in advance of February 28 and to be mindful of appointments booked with health providers that weekend as direct pay will not be available. *Claims can continue to be submitted by form, or held by the plan member and submitted electronically upon registration for the new plan member portal and app.*

- **New Portal & App:** Plan Members will need to re-register for the Portal & App and show their new ID Card at all Providers starting March 4. Additional details will be available at: www.sk.bluecross.ca/NewPortal during the transition. *We have communicated to all health providers about this change. As a reminder, the new enhancements include:*

  - **Plan Member Portal and App:** improved usability, enhanced claims flows, access to pre-determinations, new DIN and practitioner search functionality, electronic delivery of explanation of benefit statements, real-time adjudication expanded to 20 lines of benefit for faster claims processing, portal and app-enabled travel claims submissions, new disability claims options, enriched in-app communication and more.

  - **Plan Administrator Portal:** improved usability, extensive self-serve reporting access, new super-user management capabilities, enriched notification centers, document upload advancements, streamlined member enrollment, centralized training and support resources, and more.

FREQUENTLY ASKED QUESTIONS

Will you be operating with extended support hours during the portals change?

Full-service support will be available during our normal hours of operation. We will also offer after-hours urgent support service and resolution for providers and members for ID card, new Portal/App login issues and cost-prohibitive drugs available as follows between February 28 and March 14, 2025 (Saskatchewan time):

Days	Regular Hours	Urgent Support Hours
Monday to Friday	8AM – 5PM	5PM – 8PM
Saturday	•	9AM – 5PM
Sunday	•	11AM – 4PM

Will all Plan Members receive a new ID card?

Yes, all Saskatchewan Blue Cross members will receive a new member ID Card to support the portal redesign.

Plan members must show their new ID Cards at all provider locations starting March 4, 2025, to ensure smooth claims submission experiences.

New physical ID cards will not be issued for the current Plan Member Portal and App for new plan members joining your benefits from Monday February 10, 2025. If you require an electronic card, contact your Group Benefits Service Representative. Please be sure to remind new employees they will receive a new card and new portal/app experience effective March 4, 2025.

When do the new portals launch?

Both the Plan Member Portal and Apps and the Plan Administrator Portal, launch on March 4, 2025.

What can members self-serve using the member portal or app?

This new experience allows plan members to stay in control of their benefits coverage anytime, anywhere. Following registration and log in, plan members can:

- **Submit claims:** Easily submit claims directly through the portal or app in a matter of minutes.
- **Access your member ID card:** View your member ID card anytime, and add it to your digital wallet from the app for quick access when you need it most.
- **Track your benefits usage:** Keep an eye on your remaining benefits balances to better understand and make the most of your coverage.
- **Toggle between benefits plans:** Have more than one SK Blue Cross plan? You'll be able to use one account to see all benefits plans for which you are the policyholder.
- **Find a Direct Pay Provider near you:** Use the built-in practitioner search feature to locate a Direct Pay Provider near you to have claims submitted on your behalf

- **Access your plan coverage & more:** Find detailed information about your plan coverage, view explanations of paid benefits, review pre-determinations, and much more.

How do Plan Members access their Policy booklet?

Plan Members will have access to their updated policy booklets through their new Member Portal & App from March 4, 2025. These updates reflect the contract amendments we communicated to you in January 2025. *Plan Member Policy Booklets can be found linked from the main login page OR under "Other Documents", depending upon your plan setup.*

When will Online and Provider Direct Pay Claims be Unavailable during this change?

There will be a short period where plan members ***will not be able to submit claims electronically or via direct payment at Providers*** between 11:59pm February 28, 2025 and the afternoon of March 4, 2025. Be sure to remind your plan members to fill essential pharmacy prescriptions in advance of February 28 and to be mindful of appointments booked with health providers that weekend as direct pay will not be available. *Claims can continue to be submitted by form, or held by the plan member and submitted electronically upon registration for the new plan member portal and app.*

To ensure the fastest eligible claims repayment, plan members can:

- Ask their health professionals if they offer Direct Pay. This means providers electronically submit the claim on the plan members behalf, ensuring members only pay for what's not covered by their plan.
- Sign up for direct deposit and submit claims electronically through the Member Portal or App.

Do members have to re-register for the Member Portal and App?

Yes, on March 4, 2025, plan members will need to re-register following the directions provided on the letter with their new ID Card. If they already use the mobile app, please delete the current app.

NEW MEMBER PORTAL: Visit https://portal.sk.bluecross.ca/MemberPortal/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 or scan the QR code found on the letter accompanying their new ID card.

Do Plan Administrators have to re-register for the portal?

No, current Plan Administrator access will migrate to your new site located at: https://portal.sk.bluecross.ca/GAP/, and you will receive notification when you can login. You will be prompted to reset your password upon the first login. Please ensure you update any bookmarks you may have saved in your browsers at this first login.

ARE THERE CHANGES TO THE BILLING DATES & CUTOFFS?

Yes, there are adjustments, and these can be found in the Invoice Calendar once you login to your Plan Administrator portal.

ARE INVOICES ACCESSIBLE ON THE PLAN ADMINISTRATOR PORTAL?

Plan Administrators will receive an email notification when new invoice(s) are posted. Invoices can be found under the Reports & Billings menu.

Insured Invoices will be available in your new Plan Administrator Portal for April 1, 2025 coverages onwards. ASO Invoices will be available in your new Plan Administrator Portal for March 1, 2025 coverages onwards. *Historic invoices can be requested by contacting your Group Service Representative.*

Dual invoices will be produced where there is a combination of insured and ASO funding types on your plan. You may also see dual invoices for status/non-status plan members to support the inclusion of NIHB eligibility information on plan member ID cards.

ARE THERE CHANGES TO REPORTING?

Yes, the re-designed Plan Administrator Portal boasts enhanced, real-time reporting. Each report has intuitive parameters giving you the flexibility in your report requests while providing a streamlined request process. Refer to your Plan Administrator User Guide for information on the self-serve reporting available.

WHAT HISTORICAL REPORTING AND CLAIMS INFORMATION WILL BE AVAILABLE IN THE NEW PORTALS AND APPS?

- **Plan Members**: Recent claims history will be available in their new Portal and App experience. Please contact our Member Experience Centre at 1-800-667-6853 if additional support is needed.
- **Reporting:** Self-serve reporting will include:
  - All active plan members in force as of January 1, 2024
  - LTD claims history on active claims as of June 25, 2024
  - Life, WI, CI and AD&D claims active in 2025
  - Health & Dental claims history as of January 1, 2017
  - HSA & PWA claims history as of January 1, 2017
- **Invoices:** Please contact your Group Benefits Service representative for access to historic invoices.

HOW DO I ACCESS OLDER REPORTING I CAN'T SEEM TO SELECT IN THE NEW SYSTEM?

Please reach out to your Group Benefits Service Representative for any reporting requirements not available in the Plan Administrator Portal.

CAN I STILL ACCESS CUSTOM REPORTING?

Please reach out to your Account Executive or Group Benefits Service Representative for any reporting requirements not available in the Plan Administrator Portal.

WITHIN THE USER MANAGEMENT FEATURE, ARE CHANGES FOR ACCESS REAL-TIME?
These changes are made in near-real time, ensuring that access and permissions are swiftly updated.

ARE MEMBER ELIGIBILITY CHANGES REAL-TIME?
Yes, plan member eligibility changes made through your Plan Administrator Portal are processed in real-time.

CAN YOU SCHEDULE ELIGIBILITY CHANGES?
Yes, eligibility changes require an effective date of change. There are limits, for example you can backdate and reinstate to a maximum of 6 months. Please reach out to your Group Benefits Service Representative for added support.

WILL ALL HISTORICAL ACTION LOG PORTAL ACTIVITY TRANSITION OVER?
No, the Action Log will capture all portal transactions from March 4, 2025 and beyond.

WILL ALL GROUP PLAN REPORTING BE AVAILABLE REAL-TIME?
The vast majority of reports will be available in real-time. Travel claims data will be updated monthly.

WILL I BE ABLE TO SEE LIFE & DISABILITY CLAIMS STATUS IN THE PLAN ADMIN PORTAL?
No, this functionality isn't available. We will keep you informed as future enhancements are made.

IS EMPLOYEE SELF-ENROLLMENT INTEGRATED INTO THE NEW PLAN ADMIN PORTAL?
Group Electronic Onboarding continues to be available to new group clients. We will keep you informed as future enhancements are made to integrate it into your Plan Administration experience.

CAN I USE EMPLOYEE SELF-ENROLLMENT FOR ONGOING NEW EMPLOYEES (BEYOND INITIAL ONBOARDING)?
No, this functionality isn't available (yet!). We will keep you informed as future enhancements are made.

ARE THERE ANY CHANGES TO INVOICE CALCULATIONS?
Invoice calculations will be monthly, instead of daily.

ARE THERE ANY CHANGES TO THE PRORATION ON HSA OR PWA?
HSA and PWA will pro-rate on a monthly based from March 2025 onwards.

WHO DO PLAN MEMBERS CONTACT FOR ASSISTANCE?
We are committed to making this change seamless for your employees! Should they require any assistance during this transition, please have them contact our Member Experience Centre at 1-800-667-6853.

WHO DO PLAN ADMINISTRATORS CONTACT FOR ASSISTANCE?
We are committed to making this change seamless for you! Should you require any assistance during this transition, please contact your Group Benefits Service team at 1-306-667-5861.