IMPORTANT CHANGES TO YOUR CLAIMING PROCESS

Pacific Blue Cross, the insurance company for your student Health & Dental Plan, has recently updated their systems in order to improve and modernize the services they provide to all Plan members.

WHAT'S NEW?

As a result of the update, two important changes have been made to your policy and claiming process:

- You have a new shorter and easy-to-use Group Number: **43997**
- You are no longer required to provide dependent numbers when claiming for dependants, but can identify them with their name and date of birth.

Please note that these two changes do not affect you or your dependants' coverage.

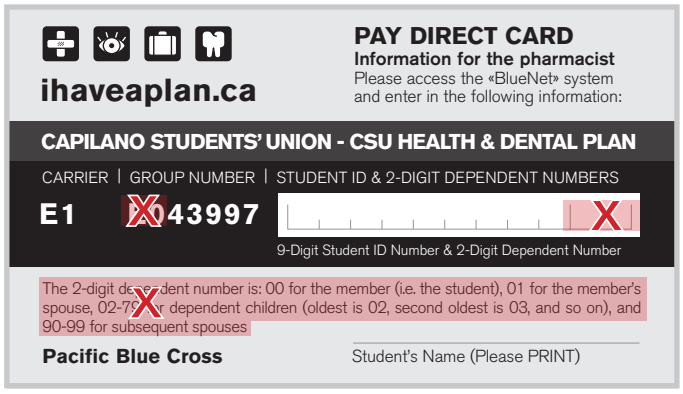
WHAT DO YOU NEED TO DO?

Up until the end of August 2014, any claims submitted by printed form or through the pay-direct service using the old Group Number will still be processed. However, it is strongly recommended that you take either of the following actions before making any future claims in order to ensure timely processing:

1 Download and print your new Pay-Direct Card for prescription drugs

If you are planning to claim for prescription drugs by using your Pay-Direct Card, make sure to download and print the new version from the Download Centre. The card has been updated to reflect your new Group Number and rules regarding dependent claims. Check the illustration below to make sure you have the correct version.

NEW Pay-Direct Card



OLD Pay-Direct Card

AND

2 Download and print your new claim forms

If you are planning to claim using printed claim forms, make sure to download and print the new claim forms, which contain your new Group Number. The new claim forms can be found in the Download Centre.

3 Sign in to the CARESnet system

If you are planning to claim online through Pacific Blue Cross's website at caresnet.pac.bluecross.ca, you will be prompted to record your new Group Number upon signing in. Your ID Number is still your 9-digit student ID number.

Note: After you have received this prompt, you can no longer use your old Group Number to claim online. As of receiving this prompt, you must use your new Group Number for all future online claims.

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NEED HELP? 1 866 416-8701
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