



Easy Start

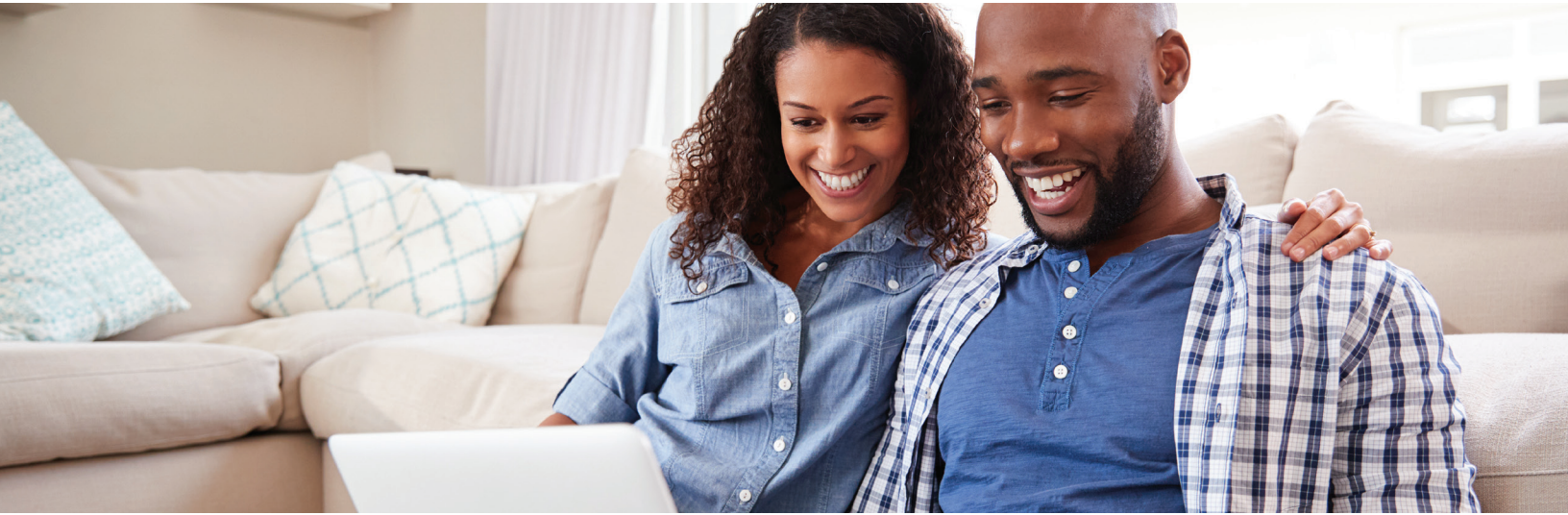
A seamless experience for plans and members

Electronic Onboarding
Digital Welcome Package



Electronic Onboarding

Seamless and intuitive for everyone



Let us look after getting your members enrolled in their plan

A streamlined, paperless experience managed directly by the member – relieving the administrative burden for group administrators when onboarding your group.

- **One-step for the administrator** – Once you supply initial member details and contact information, we look after the rest.
- **Fast and easy enrolment** – It only takes minutes for the member to enter all enrolment details including dependent information, banking and direct deposit details, and designate a beneficiary – all online.
- **Flexibility** – The member has the option to complete their application in one sitting or come back to it at any time during their enrolment period to finish up.
- **Improved data quality** – The elimination of paper applications reduces errors and guesswork.
- **Member Reminders** – No need to chase after employees to get their completed information, we'll remind them for you before the enrolment period ends.
- **Data security** – full end-to-end protection of sensitive plan and member information.
- **Compatible with all devices** – Members can enrol using their computer, tablet, or smartphone.
- **No additional cost** – There is no charge for qualifying groups to use this tool.

A simple way to provide the best possible onboarding experience for your members and group administrators.

TO LEARN MORE, contact your
Medavie Blue Cross representatives.



Digital *Welcome* Package


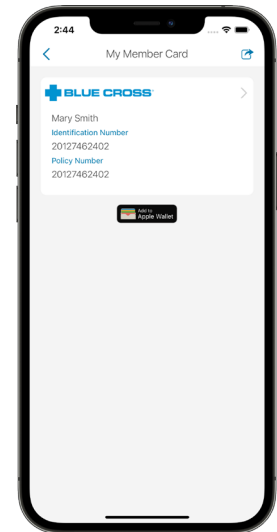
A simple approach that reflects members' lifestyles

- ✓ Eliminates need for member to receive their Medavie Blue Cross ID card by mail
- ✓ Members receive access to their benefits the day their plan becomes active

For many plan sponsors and members a physical ID card seems like a throwback – one more physical document to keep track of and carry around, when most of their life is a touch away on their phone.

That's why several years ago we introduced our digital ID card on our Medavie Blue Cross Mobile app and Member Services Site. It's a popular option for members – they can just flash their app to their health provider to apply their coverage.

With digital-only ID cards, we make life easier for the member and the plan.



Welcome to Medavie Blue Cross!

We're happy to have you as a member.

Let's set up your online account so you can start using your benefits.

Use your online account to access:

- your digital member card
- info about your plan
- self-serve tools

Enter the info below to get started.

Date of birth (DD / MM / YYYY)


First 3 characters of your postal code/zip code

[Continue](#)

A warm, secure welcome

On the day their plan becomes active, the member receives an email welcoming them to their plan, and are walked through an easy, intuitive process to confirm their identity and access their new ID information through the app or Member Services Site.

Within minutes they have full access to all the information they need to understand and take full advantage of their benefits plan!



You're all set!

Your password has been saved—you can now use it to log into our Medavie Blue Cross Mobile app or our Member Services Site.

What's next?


[Download our app](#)
Our mobile app gives you easy access to your account wherever you are. You can also use the app as your member card—it'll be available right from the login screen after you log in the first time.

[Access your member card](#)
Log in to our Member Services site to download your card to have on hand and share with dependents—you'll need it to use your benefits. You can save it on your phone, or print it off and carry it with you.

[Explore our Welcome Centre](#)
Learn about being a Medavie Blue Cross member, with info on member perks and guides on how to use our services and tools.

Life changes made easy

Members get an email telling them that their ID card information has been updated. This means they get their information faster, automatically on their app or in the Member Services Site.



Your updated digital member card is waiting for you!

Download your new digital member card and share it with your dependents today.

To get your member card now, log in to the [Member Services Site](#) or download our [Medavie Mobile app](#) to submit claims, check coverage, review benefits, and more.

A seamless member experience

Our digital services reflect how your members live. With the Digital Welcome Package, you make it easier for them to take advantage of their plan from the convenience of their phone or computer.

Your members will receive their welcome email with a link to their member ID information once they are eligible to use their benefits.

