



# Group Administrator Portal

## *User Guide*

Version 14  
April 2023



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# Introduction

We are committed to working with our customers to ensure we are providing you with the best tools, resources and services to manage your accounts with Medavie Blue Cross.

As our world's technology continues to evolve, we are committed to making ongoing enhancements to provide you with the most efficient, flexible and user-friendly services.

As part of this evolution, we've updated our Group Administrator Portal to make it easier for you to input and access information.

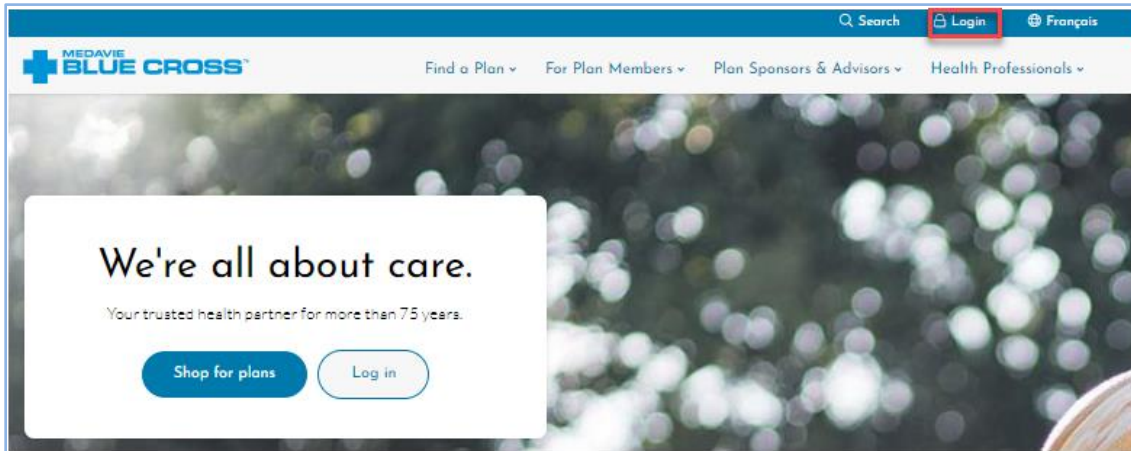
The following guide outlines these changes, and notes applications that will be updated in the very near future. The guide will be revised to reflect these additional enhancements as they become available.

Your feedback drives our continuous improvement. If at any time you have questions or comments about your user experience, please contact your Medavie Blue Cross representative. As always, we look forward to supporting you.

# Logging In

## Initial login



- Go to the corporate website <https://www.medaviebc.ca/>
- Click on **Login** on the top right, Expand **Group Administrator**, click **Log In**



- Enter your User ID and temporary Password.
  - o If you already have a User ID, it has not changed.
  - o If you are a new Group Administrator, your User ID was sent to you in a separate email from [donotreply@medavie.bluecross.ca](mailto:donotreply@medavie.bluecross.ca)
  - o Your temporary password was sent to you in an email from [donotreply@medavie.bluecross.ca](mailto:donotreply@medavie.bluecross.ca)
- Click **Login**.
- Change your password:
  - o Select a new password following the criteria provided.
  - o Click **Submit**.
  - o A confirmation will appear to confirm the password change.
- Accept the Terms & Conditions.
- You will then be prompted to set up challenge questions, which will allow you to reset your password in the future, if needed.

## Subsequent Logins

- Go to corporate website: <https://www.medaviebc.ca/>
- Click on **Login** on the top right, Expand **Group Administrator**, click **Log In**
- Enter your User ID and Password. Click **Login**.
- If you forget your password, enter your Username and select the Forgot Password? link. You will then be prompted to answer the challenge questions you set-up during your initial login.

[Help](#)

### Secure login

Username



Password

[Log in](#)

Don't have an account? [Let us help](#)

[I forgot my username](#) [I forgot my password](#)

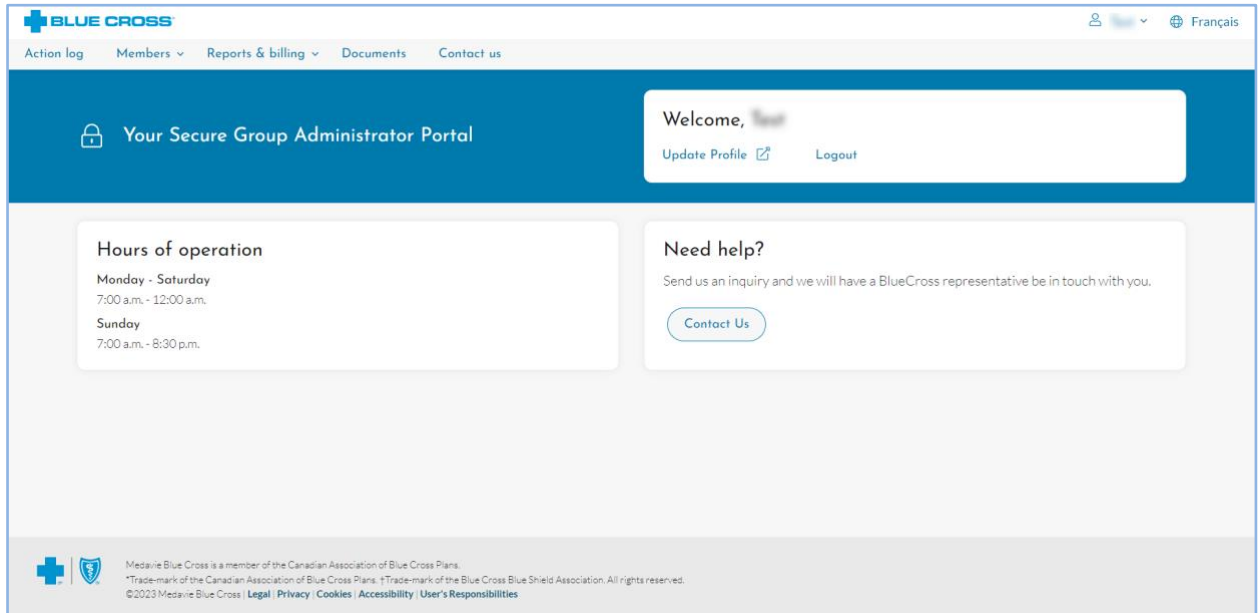
By signing in, you continue to accept the [Terms and Conditions](#) of this site.

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# Main Navigation Menu

After logging in, you will be presented with the following screen:



## Unavailable Functions

Please note that the following functions are unavailable in the portal:

- Updating any other section than Request Card, Employee Information and Coordination of Benefits for a member on a disability claim.
- Add a dependent to a member on a disability claim
- Add or maintain contingent beneficiaries
- Update Personal Wellness Account.

If you require any of these changes to be made, please contact your representative at Medavie Blue Cross.

# Enrolment

## Finding an employee who already has benefits

To find an employee with benefits:

- Under **Members**, choose **Member Search**.
- From the **Member Search** screen, input the Policy Number

The screenshot shows the 'Member search' page in the Blue Cross Group Administrator Portal. The page has a header with the Blue Cross logo and navigation links: Action log, Members, Reports & billing, Documents, and Contact us. Below the header, there is a breadcrumb trail: Home / Members / Member Search. The main content area features a search bar labeled 'Policy' with a dropdown menu and a search button. The page also displays statistics: In Progress 85, Submitted/Updates 1, and Error 90. At the bottom, there is a footer with the Blue Cross logo and copyright information.

- You can then search for an employee by **First Name**, **Last Name** or **ID number**.
- You can view specific groups of employees by searching for the **Policy**, **Division** and **Class**.
- To view inactive employees, check **Include inactive members**

The screenshot shows the 'Member search' page with multiple search criteria. The page includes fields for Policy number, Division, Class, ID number, First name, and Last name. There is also a checkbox for 'Include inactive members' and a search button. The page also features an 'Add member' link in the top right corner.

- To view an employee's summary information, click on their **ID number** or click on **View**. The summary information of the employee will appear.

**BLUE CROSS** Test Français

Action log Members Reports & billing Documents Contact us

Home / Members / Member Search

In Progress 2 Submitted Updates 0 Error 26

### Member search

[Add member](#)

Policy number  X Division  Class  X

ID number  First name  Last name

☐ Include inactive members

[Search](#) [Reset](#)

### Member Search Results

[Print](#) [Export](#)


Showing 1-10 of 68 entries Rows per page 10

ID	First Name	Last Name	Date of Birth	Status	Address	Action
000000107	John	Smith	17 Aug 1978	In Force	123 Main Street, Toronto, ON M1A 1A1	<a href="#">View &gt;</a>
000000117	John	Smith	20 Jan 1998	In Force	123 Main Street, Toronto, ON M1A 1A1	<a href="#">View &gt;</a>
000000052	John	Smith	16 Dec 1970	In Force	123 Main Street, Toronto, ON M1A 1A1	<a href="#">View &gt;</a>
000000106	John	Smith	10 Oct 1992	In Force	123 Main Street, Toronto, ON M1A 1A1	<a href="#">View &gt;</a>
000000066	John	Smith	30 May 1976	In Force	123 Main Street, Toronto, ON M1A 1A1	<a href="#">View &gt;</a>
000000112	John	Smith	09 Feb 1984	In Force	123 Main Street, Toronto, ON M1A 1A1	<a href="#">View &gt;</a>
000000065	John	Smith	16 Jun 1965	In Force	123 Main Street, Toronto, ON M1A 1A1	<a href="#">View &gt;</a>
000000093	John	Smith	02 Sep 1964	In Force	123 Main Street, Toronto, ON M1A 1A1	<a href="#">View &gt;</a>
000000099	John	Smith	24 Jun 1990	In Force	123 Main Street, Toronto, ON M1A 1A1	<a href="#">View &gt;</a>
000000046	John	Smith	08 Feb 1967	In Force	123 Main Street, Toronto, ON M1A 1A1	<a href="#">View &gt;</a>

<< < 1 2 3 4 ... > >> Viewing entries 1-68

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Franglais

[Action log](#)
[Members](#)
[Reports & billing](#)
[Documents](#)
[Contact us](#)

[Home](#) / [Member Search](#) / [Update Member](#)

### Silvestre Foster Bagmanche

Policy XXXXXXXXXXXX ID: 000000058

[Return to search results](#)

[Manage member card](#)

[Terminate member](#)

#### Group

Policy	Division	Class	Plan
XXXXXXXXXXXX	XXXXXXXXXXXX	A/Employés	XXXXXXXXXXXX

[Transfer Member](#)

#### Member info

Name	Date of birth	Sex at birth	Language
Silvestre Foster Bagmanche	11 Dec 1985	Male	French
Mailing address	Phone number	Email	
XXXXX XXXXX, XX XX XXX	(XXX) XXX-XXXX	XXXXXXXXXX	
Alternate ID	Application date	Permanent date employed	
	18 Aug 2022	11 May 2022	
Direct deposit	Custom report attribute		
XXXX-XXXX-XXXX-1883			

[Update](#)

#### Identification info

ID number	Participant number
000000058	01
Effective date	Termination date
11 May 2022	31 Dec 9999
Status	Termination reason
InForce	None

#### Salary and occupation

Occupation	Job title
YJ-Trades/Manuf/Prod	Journaller
Employment type	Earnings
Full Time Hourly	\$47,840.00 Annually
Salary effective from	Hours worked per week
01 Jan 1900	40

[Update](#)


▼ [Family Members](#)

▼ [Benefits](#)

▼ [Beneficiaries](#)

▼ [Health Spending Account](#)

▼ [Coordination of Benefits](#)



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- On the Member summary page above you will see some sections that can be expanded to view more information: Family Members, Benefits, Beneficiaries, Health Spending Account and Coordination of benefits. If a policy has Personal Wellness Account, an expandable section would be displayed as well.
- For policies that have physical cards The **Manage member card** button allows you to go save or print the information on the card by clicking **Print Card** or to **Request Card** according to a desired date.
- For policies that have digital cards The **Manage member card** button allows you to go save or print the information on the card by clicking **Print** or to **Send a Card Notification** according to a desired date by clicking the **Schedule** button.
- If the function is available, **Update** buttons will display at the bottom of the specific sections of information. Click the **Update** button to change the information in that section. Effective dates are based on the applicable grace period that applies to policy/division/class.
- The **Transfer Member** button allows the member to be moved to another Plan, Class, Division or Policy.
- The **Terminate Member** button allows the termination of the member's coverage.
- The **Reinstatement** button allows the reinstatement of an employee's coverage from a temporary loss of work within the last 6 months, or 12 months if he/she had health and dental coverage only.
- The **Action log** tab counts the number of actions that are not yet completed specifically in-progress enrolments and submitted enrolments as well as updates and actions that have provided an error. You can view more details for Actions that are **in progress or in error** by clicking on the hyperlink beside the Action type. Completed card requests can also be searched there.
- 

## Transferring an Employee

To transfer an employee to another Plan, Class, Division or Policy, click the **Transfer Member** button under Group.

The **Transfer Member** screen will appear with the employee's current information displaying in the upper part.

Choose the new Policy, Division, Class and Plan along with the effective date of the change.

Note that if the effective date of the change is in the future, you can request a new card however, you will need to add the effective date of the change in the card request.

**Note:** If policy has H.S.A., policy to policy transfert is not possible. Please send to Medavie Blue Cross.

1

Transfer details

If the effective date changed is more than 31 days in the past, or 90 days in the future please, [contact your Blue Cross office.](#)

Transfer policy to \*

New division \*

New class \*

New plan \*

Change effective date \*

17/11/2022

Continue

- The employee's current choices will display and can be clicked on and changed as needed.
- After updating benefits, you will be automatically navigated to the Beneficiaries page.

Notice that all 4 health benefits should always be all checked or unchecked together.

1

Transfer details

Edit

2

Benefits

Please review member's salary and beneficiary information for accuracy when adding Member Life, Optional Member Life or Supplemental Life benefits.

Change effective date \*

06/10/2022

HSA is only available if Extended Health Care is selected

Health	Waive reason	Option	Family category	Coverage amount
Health			Employee	\$
<input checked="" type="checkbox"/> Drug				
<input checked="" type="checkbox"/> Travel				
<input checked="" type="checkbox"/> Hospital				
<input checked="" type="checkbox"/> Extended Health Care				

Dental	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Dental			Employee	\$

Life	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Member Life	This benefit cannot be waived			

Accidental Death and Dismemberment	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Member AD&D	This benefit cannot be waived			

Wellness	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Health Assessment	This benefit cannot be waived			
<input checked="" type="checkbox"/> Medical Second Opinion	This benefit cannot be waived			

Any changes made on this screen may affect your bill.  
Please check your next statement to ensure all information is correct.

Continue

3

Beneficiaries

Edit

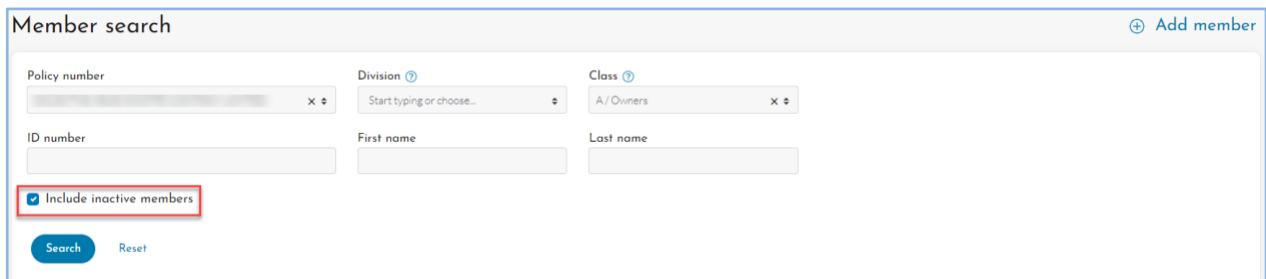
4

Request card

Edit

## Reinstating an Employee

To find terminated employees, the **Include inactive members** box needs to be checked before clicking Search.



The 'Member search' form contains the following fields and controls:

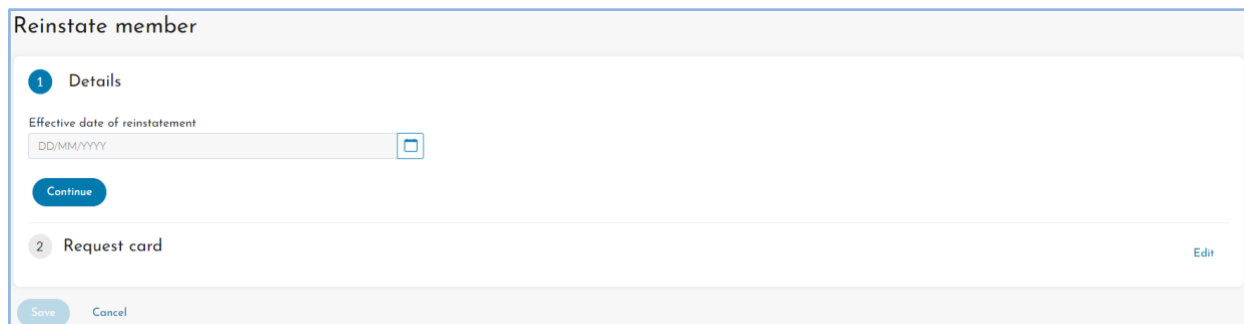
- Policy number:** Text input with a clear button (x) and a dropdown arrow.
- Division:** Dropdown menu with a help icon (?) and the text 'Start typing or choose...'.
- Class:** Dropdown menu with a help icon (?) and the text 'A / Owners'.
- ID number:** Text input.
- First name:** Text input.
- Last name:** Text input.
- Include inactive members:** A checkbox that is checked and highlighted with a red rectangle.
- Buttons:** 'Search' (blue) and 'Reset' (light blue).
- Link:** '+ Add member' in the top right corner.

After having selected the employee to reinstate, click on **Reinstate Member**.

This function allows reinstating coverage for an employee who's been on temporary layoff for less than 6 months, or 12 months if he had health and dental coverage only.

Note that HSA will also automatically be reinstated if an employee had it.  
A new enrollment should be made if the intent is not to carry forward this HSA.

You will be prompted to choose the Reinstatement Effective Date.



The 'Reinstate member' form is divided into two main sections:

- 1 Details:**
  - Effective date of reinstatement:** A date input field with a calendar icon and the format 'DD/MM/YYYY'.
  - Continue:** A blue button.
- 2 Request card:**
  - Edit:** A link in the top right corner.

At the bottom of the form are **Save** and **Cancel** buttons.

Then, the employee's previous choices will display, and can be clicked on and changed as needed.  
After updating benefits, you will be automatically navigated to the Request Card page.

Notice that all 4 health benefits should always be all checked or unchecked together.

Policy: XXXXXXXXXXXX ID: 000300910

## Reinstate member


1 Details

Edit

2 Benefits

Please review member's salary and beneficiary information for accuracy when adding Member Life, Optional Member Life or Supplemental Life benefits.

Change effective date \*

01/03/2023 

HSA is only available if Extended Health Care is selected

Health				
Benefit	Waive reason	Option	Family category	Coverage amount
Health			Member and family	\$
<input checked="" type="checkbox"/> Drug	This benefit cannot be waived	Member under 65		
<input checked="" type="checkbox"/> Travel	This benefit cannot be waived			
<input checked="" type="checkbox"/> Hospital	This benefit cannot be waived			
<input checked="" type="checkbox"/> Extended Health Care	This benefit cannot be waived			

Dental				
Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Dental	This benefit cannot be waived		Member and family	\$

Life				
Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Member Life	This benefit cannot be waived			
<input checked="" type="checkbox"/> Dependent Life	This benefit cannot be waived			

Accidental Death and Dismemberment				
Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Member AD&D	This benefit cannot be waived			

Income Replacement				
Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Long Term Disability	This benefit cannot be waived			

Wellness				
Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Health Assessment	This benefit cannot be waived			


Any changes made on this screen may affect your bill.

Please check your next statement to ensure all information is correct.

Continue

3 Request card

Save Cancel



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## Updating Employee Information

To update an employee's information, such as address or direct deposit banking information, click the **Update** button at the bottom of **Member info** section. A screen with input fields will appear.

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Action log Members Reports & billing Documents Contact us

Home / Member Search / Update Member / Update info

Longh Thomas Kelly

Policy: ID: 000000117

### Member info

To update fields that are disabled, please [contact your Blue Cross office](#)

First name \*

Last name \*

Middle name

Date of birth \*

20/01/1998

Sex at birth \*

Male

Language \*

☒ English ☐ French

Country \*

Canada

Street address \*

Line 1

City \*

Brimley

Province \*

Nova Scotia

Postal Code \*

M5S 1A6

Phone number

Email

Permanent date employed

07/03/2022

Application date

15/03/2022

Alternate ID

Custom report attribute

Privacy consent

☒ Yes ☐ No

### Direct deposit information

Branch/Transit #

Bank/Institution #

Account #

Show direct deposit guide

Any changes made on this screen may affect your bill  
Please check your next statement to ensure all information is correct.

Save Cancel

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If United States is selected in the Country drop down, State and Zip Code fields will be available.

If Other Country is selected, use the three fields provided to enter the full address.

**Note:** Some fields, such as “Permanent Date Employed” or “Application Date”, cannot be changed on the portal.

Should these fields require a change, please contact your client service representative at Medavie Blue Cross.

## Family Member Changes

To make family member changes for an employee, click the **Update** button under the Family Members section.

To update an existing family member, click on their name. The Edit Family Member section will open.

When a child is within 60 days of reaching the maximum age to be considered a minor or when he has reached it in the last 30 days, a check box titled **Change Relationship Type to Student** will appear and can be checked off before clicking Save if the minor will be attending post-secondary education for the next year.

If not, the **Reinstate Family Member** button will appear.


To add a dependent, click **Add Family member**. Disabled dependents cannot be added through the portal.

After adding or updating one or more family members, you will be automatically navigated to the Benefit Changes page. Be sure to change the Family Category to **Member and Family**, if they need to be covered. You will then be automatically navigated to the Beneficiary page.

**Note:** When adding family members, you will also need to review the Selected Benefits Details to ensure the new family members will be covered.

To terminate a dependent, click on the dependent hyperlink name and add a termination date and select a termination reason.

After terminating one or more family members, you will be automatically navigated to the Benefit Changes page. If there are no more active dependent, be sure to change the Family Category to **Member**. You will then be automatically navigated to the Beneficiary page.

 Franglais

[Action log](#) [Members](#) [Reports & billing](#) [Documents](#) [Contact us](#)

[Home](#) / [Member Search](#) / [Update Member](#) / [Update family](#)

**Terence Medard Medard**  
Policy: **XXXXXXXXXXXX** ID: 000000038

## Family members

1 Details

Based on their age and status, children may not be covered by this plan. Please refer to the member's [benefit details](#).

Name	Date of birth	Sex at birth	Relationship	Language	Status	Privacy consent	Application date	Termination date
<b>Terence Medard Medard</b>	23 Aug 1970	Female	Spouse/Married (01 Jan 1900)	English	InForce	Yes	09 Feb 2016	
<b>Marie Ignazio Medard</b>	30 Apr 2002	Female	Child/Minor	English	InForce	Yes	09 Feb 2016	29 Apr 2023
<b>Ignazio Medard Medard</b>	18 Jun 2004	Male	Child/Minor	English	Terminated	Yes	09 Feb 2016	15 Mar 2023

+

 Add family member

Edit family member

To update fields that are disabled, please [contact your Blue Cross office](#).

Relationship

Child

First name \*

Amin

Last name \*

Schrab

Middle name

Ignazio

Date of birth \*

30/04/2002

Sex at birth \*

Female

Language \*

☒ English ☐ French

Relationship type \*

☒ Minor ☐ Student

Privacy consent

☒ Yes ☐ No

Change relationship type to student

☐ Yes ☒ No

Application date \*

09/02/2016

Save

Cancel

Any change made on this screen may affect your bill

Please check your next statement to ensure all information is correct



2 Benefits

3 Beneficiaries


4 Request card

Save

Cancel

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14



## Benefit Changes

To view and/or change an employee's benefits:

- Click the **Update** at the bottom of the **Benefits** section.
- The employee's current choices will display, and can be clicked on and changed as needed.
- After updating benefits, you will be automatically navigated to the Beneficiary page.

Notice that all 4 health benefits should always be all checked or unchecked together.

1 Details

Please ensure employee salary and beneficiary information is updated and accurate.

Change effective date

01/09/2022

Health

Benefit	Waive reason	Option	Family category	Coverage amount
Health			Employee	
<input checked="" type="checkbox"/> Drug				
<input checked="" type="checkbox"/> Travel				
<input checked="" type="checkbox"/> Hospital				
<input checked="" type="checkbox"/> Extended Health Care				

Dental

Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Dental		Dental	Employee & Family	

Life

Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Member Life	This benefit cannot be waived			
<input checked="" type="checkbox"/> Dependent Life	This benefit cannot be waived			

Accidental Death and Dismemberment

Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Member AD&D	This benefit cannot be waived			

Wellness

Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Health Assessment	This benefit cannot be waived			
<input checked="" type="checkbox"/> Medical Second Opinion	This benefit cannot be waived			

Any changes made on this screen may affect your bill  
Please check your next statement to ensure all information is correct.

Continue

2 Beneficiaries

3 Request card

### To Review an Employee's Benefits:

- Ensure that the correct setting is chosen to designate the benefit (e.g. Dental) :
- For: Member = Only the employee is to have coverage.
- For: Member & Family = Everyone in the family can submit claims for that benefit.

## Health Spending Account and Personal Wellness Account

If the member has access to these accounts, the information can be found in this section.

- The employee's **Current Balance** will display.

To see balance from previous years click **View History**.

**Note:** PWA cannot be updated on the portal. Please send updates to Blue Cross.

^ Health Spending Account
  
Amount allocated: \$500.00
  
Amount available: \$500.00
  
Current period: 01 Jan 2023 - 31 Dec 2023

Family Member Participants			
Name	Relationship	HSA	Status
[Redacted Name]	Insured	Participating	InForce

Update
View History

To update the employee's Allocation Amount and the participation of family members to the H.S.A.:

- Click the **Update** button under the Health Spending Account section.

Policy [Redacted] ID: 000000058

### Health Spending Account (HSA)

Current period  
01 Jan 2023 - 31 Dec 2023

HSA type ⓘ  
No Carry Forward

**Summary based on claims to date**

Current period credits	\$500.00
Expenses paid	\$0.00
<b>Current balance</b>	<b>\$500.00</b>

During the first year, the amount will be prorated by the system. Please enter the full amount, and the system will do the appropriate proration.

Period credit amount \*  
\$500.00

**HSA access**  
Please select which family member(s) can claim HSA credits. At least one family member must be participating:

☒ [Redacted Name] (Insured)

**Important details**  
Claims dated between 01 Jan 2023 must be received by 30 Mar 2024. Balance of \$500.00 will be forfeit by 30 Mar 2024.  
Expenses are always applied against the oldest HSA credits first.

Save
Cancel

## Salary and Occupation Changes

If the employee changed their occupation, or got a raise, click the **Update** button under **Salary and Occupation** to update an employee's occupation and/or salary amount. When you change the salary, you must provide a new salary effective date.

**Note:** Be sure to choose a valid **Occupation** when making a change to this screen.

The **Salary Amount (Pay)** can be set to zero if none of the benefits available require it. In this case, please ensure that the **Frequency** is set to **Annually**.

**Caution:** It is important to maintain updated salary information, especially if employees have salaried benefits (e.g. LTD).

Member Profile Summary

Policy: XXXXXXXXXX ID: 000000058

### Salary and occupation

Occupation \*

YJ-Trades/Manuf/Prod

x

Job title \*

Journalier

Employment type \*

Full Time Hourly

x

Pay \*

\$47,840.00

Frequency \*

Annually

x

Hours worked per week \*

40

Salary effective from

01 Jan 1900

Change effective date \*

24/03/2023

Any change made on this screen may affect your bill

Please check your next statement to ensure all information is correct

Save

Cancel

## Beneficiary Changes

To change the beneficiaries on an employee's Life, Supplemental Life or Optional Life Benefits, click the **Update** button in the **Beneficiaries** section. The **Beneficiaries Information** screen will open.

To change current beneficiaries:

- Update First name, Last name and relationship.

To remove existing beneficiaries:

- Click the **X** button next to the existing beneficiaries.

To add additional beneficiaries:

- Click **Add Beneficiary**, and a new blank row will be added.

To change irrevocable beneficiaries:

- Changing an **irrevocable beneficiary** requires the written consent of said irrevocable beneficiary(ies).
- After having the employee complete a Change Beneficiary form (available at [www.medaviebc.ca/](http://www.medaviebc.ca/)), please submit the completed form to Medavie Blue Cross.

**Note:** When making changes, please ensure that the total percentages add up to 100%.

Policy: 000300654 ID: 000300654

### Beneficiaries

**Note** In the event death benefits are activated, the employer must retain these records for two years after claim submission.

Changes here are limited to Member Life, Optional Member Life and Supplemental Life.  
If your employee requires a beneficiary distribution you cannot configure here, please contact your Blue Cross office.

How would you like to distribute benefits?

☐ Split equally  
☒ Manually distribute

First name, Initial	Last Name	Relationship	Percentage	Irrevocable
John	Doe	Spouse	100 %	<input type="checkbox"/>
			<b>Total</b> 100 %	

[Add beneficiary](#)

**Trustee**  
If a beneficiary is under 18 years of age, please include their information as a trustee below:

Type  
Start typing or choose...

[Save](#) [Cancel](#)

## Coordination of Benefits Changes

To change the data relative to other coverage of the employee or other family member, click on the **Update** button in the **Coordination of Benefits** section. The **Update Member** screen will open.

To indicate that there is no other coverage anymore:

- Uncheck the box **The employee, and/or their spouse or any dependents, also have coverage under another group plan, or other insurer.** Then **Save**.

To add or change information about other coverage:

- Enter the information in the fields and check the appropriate boxes relative to the coverage type. Then **Save**.

BLUE CROSS

Action log Members Reports & billing Documents Contact us

Home / Member Search / Update Member / Update COB

Member: **Guillaume Boudreau**

Policy: **000300854**, ID: 000300854

### Coordination of benefits

☒ The employee, and/or their spouse or any dependents, also have coverage under another employer group plan, or other insurer.

Family member name \*

Date of birth \*

DD/MM/YYYY

Name of other insurer \*

Effective date of coverage \*

DD/MM/YYYY

Policy number

Identification number

Coverage under other plan \*

Benefit	Family category
<input type="checkbox"/> All	
<input type="checkbox"/> Hospital	
<input type="checkbox"/> Drugs	
<input type="checkbox"/> Dental	
<input type="checkbox"/> Extended Health Benefits	
<input type="checkbox"/> Vision	

Save Cancel

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## Adding an Employee

To add a new employee:

- Under **Members**, choose **Add Member**. The **Add Member** screen will open.
- Any employees whose new enrolments have been started, but not completed, can be found in the **Action Log** section.
- Fill in the form by choosing the **Policy, Division, Class** and **Plan** that the employee should be in.
- Add the employee information. The **Application date** is the date the employee signed the application form.  
If you need to waive the waiting period due to a hiring condition you can check the appropriate box.

If your group requires the keying of an Identification Number, it must be 9 characters long (A-Z, 0-9, no spaces or special characters). First character cannot be A, K, R, M.

- Should members or participants request to have their privacy consent revoked, meaning if “no” is selected within the Group Administrator Website, Member portal and claims payment will be impacted. For more information please refer to the Group Administration Guide.
- When the above fields are complete:
  - o Click **Save & Exit** to finish adding the member at a later time; or
  - o Click **Continue** to continue adding the member.
- At this point, the information added will begin to accumulate in the **View Member Summary tab** at the top of the page.
  - o The **Member Summary** will be updated throughout the entire process. Any errors will display there.


Franglais

Action log
Members
Reports & billing
Documents
Contact us

Home / Members / Add Member

In Progress 95
Submitted/Updates 1
Error 95

### Add member

Add
View Member Summary

#### Group

Policy \*  

Division \*  

Class \*  

Plan \*

#### Member info

First name \*  

Last name \*  

Middle name

Date of birth \*  

Sex at birth \*

Language \*  
☐ English ☐ French

Country \*

Street address \*

City \*  

Province \*  

Postal code \*

Email  

Phone number

Permanent date employed \*  

Application date \*

Privacy consent  
☒ Yes ☐ No  
☐ Waive waiting period  
Benefits will begin on permanent date employed, if checked

Alternate ID  

Custom report attribute

#### Direct deposit information


Branch/Transit #  

Bank/Institution #  

Account #

Show direct deposit guide

Continue
Save & exit
Cancel



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If you are interrupted, you can continue where you left off by finding the employee in the **Action Log** section and clicking on the employee name.

### Group Administrator Portal User Guide

Franglais

Action log
Members
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Contact us

Home / **Action log**

#### Action log

Status \*
☒ In Progress
☐ Submitted
☐ Error
☐ Completed

Action type
Start typing or choose...

Policy \*
ID number
Member name

Date submitted from (DD/MM/YYYY)
Date submitted to (DD/MM/YYYY)

Search

Only 'Add' action types can be managed through the Group Administrator Portal. Other error actions are currently being investigated by Blue Cross. If additional information is required we will contact you.

#### Search results

Showing 1-1 of 1

Rows per page 10

Status	Action type	Member name	Policy	ID	Date of birth	Submitted date	Last modified
<span>In Progress</span>	Add	<b>Simon Smith</b>			05 Feb 1998	28 Feb 2023 16:21:20	28 Feb 2023 16:21:20

**Note:** If an existing employee has a similar name and birthday, that member's information will display along with the following message: "It looks like you might be creating a member that already exists."

This makes sure that a member isn't added to the system twice. Should you encounter this message, you can do one of the following:

- Update the employee found by clicking their **ID**;
- Continue to add the new employee by clicking **Continue**; or
- Cancel adding the member by clicking **Cancel**

Franglais

Action log
Members
Reports & billing
Documents
Contact us

Home / Members / **Add Member**

In Progress 49
Submitted/Updates 2
Error 64

#### Add member

Remove Member

It looks like you might be creating a member that already exists. To update an existing member, click them below. To create a new member, click 'continue'.

ID	First Name	Last Name	Date of Birth	Address	Status	Alternate ID
000000102						000000130

Continue
Save & exit
Cancel

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Clicking **Continue** from the **Member info** screen will take you to the **Add Family Members** screen, followed by the screen to **select benefits**, where you can choose the **Options** from the dropdown menus if they are available in the plan chosen.



**Add member** Remove Member

Add **View Member Summary**

Group & Member info Edit

Family members Edit

**Benefits**  
HSA is only available if Extended Health Care is selected

Health	Benefit	Waive reason	Option	Family category	Coverage amount
	Health			Member	\$
<input checked="" type="checkbox"/>	Drug		Modulix Liberté - Member under 65		\$
<input checked="" type="checkbox"/>	Travel		Travel - Quebec		\$
<input checked="" type="checkbox"/>	Hospital		Hospital - Quebec		\$
<input checked="" type="checkbox"/>	Extended Health Care		EHC & HSA & PWA - Quebec		\$

Life	Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/>	Member Life	This benefit cannot be waived			

Accidental Death and Dismemberment	Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/>	Member AD&D	This benefit cannot be waived			

Income Replacement	Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/>	Long Term Disability	This benefit cannot be waived			

Wellness	Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/>	Health Assessment	This benefit cannot be waived			
<input checked="" type="checkbox"/>	Online Doctors	This benefit cannot be waived			

**Continue** **Save & exit** **Cancel**

Clicking **Continue** will navigate to the screens to provide salary, employment, beneficiaries and Coordination of Benefits. The information can be found on the employee's enrolment form.

Once all of the information for the new member has been entered, the following message will display: "Please be aware that coverage amounts may be adjusted during the enrolment process if the request exceeds policy maximums. **Enrolment may be subject to Medical Underwriting.**"

- At this point, please review the **Member Summary** to confirm all of the provided information and make any necessary corrections.

#### Important:

Once you are satisfied with your entries, **Click Submit**, and the employee's enrolment will be sent to Medavie Blue Cross. The entry under **In-Progress Enrolments** will change to **Submitted Enrolments/Updates**.

## Review member summary

Enrolment information for this member is complete. Please review the summary and select "Submit" to approve enrolment. Please be aware that coverage amounts may be adjusted during the enrolment process if the request exceeds policy maximums. Enrolment may be subject to medical underwriting.

Print

Add View Member Summary

## Group

Policy Division Class Plan

## Member info

Name Date of birth Sex at birth Language

Mailing address Phone number (555) 555-5555 Email

Alternate ID Application date 02 Feb 2023 Permanent date employed 01 Feb 2023

Direct deposit Custom report attribute

## Benefits

Health & Dental			
Benefit	Family Category	Option	Amount
Dental	Member		
Drug	Member		
Travel	Member		
Hospital	Member		
Extended Health Care	Member		

Life			
Benefit	Family Category	Option	Amount
Member Life	Member		

Accidental Death and Dismemberment			
Benefit	Family Category	Option	Amount
Member ADSD	Member		

Wellness			
Benefit	Family Category	Option	Amount
Health Assessment	Member		
Medical Second Opinion	Member		

## Salary and occupation

Employment type Earnings

Full Time Hourly \$80,000.00 Annually

Salary effective from Hours worked per week

01 Feb 2023 40

## Beneficiaries

Beneficiaries			
Name	Relationship	Irrevocable	Percentage
Suzie Test	Estate		100 %
Total Percentage			100 %

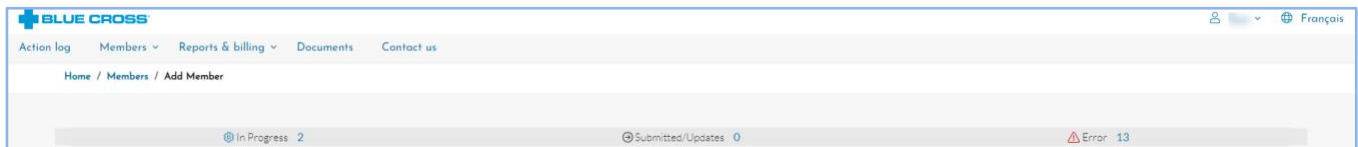
&lt; Back

Submit

## Action log

You will have access to counts under **Action log** that are not yet completed, specifically in-progress enrolments, submitted enrolments as well as updates and actions that have provided an error.

- You can access **Action log** from the Add Member or Member Search screen by clicking on the counts at the top of the screen; or



- by clicking the sub-menu item called **Action log**.

The screenshot displays the 'Action log' page. The navigation bar now shows 'Action log' as the active tab. The breadcrumb trail is 'Home / Action log'. The main content area features a search filter section with the following options:

- Status:** In Progress (checked), Submitted (checked), Error (checked), Completed (unchecked).
- Action type:** A dropdown menu with the placeholder text 'Start typing or choose...'.
- Policy:** A dropdown menu with the placeholder text 'Start typing or choose...'.
- ID number:** A text input field.
- Member name:** A text input field.
- Date submitted from (DD/MM/YYYY):** A date picker.
- Date submitted to (DD/MM/YYYY):** A date picker.
- Search:** A blue button to execute the search.

Below the search filters, there is a yellow informational box titled 'Action type status' with the text: 'Only "Add" action types can be managed through the Group Administrator Portal. Other error actions are currently being investigated by Blue Cross. If additional information is required we will contact you.'

The 'Search results' section shows 'Showing 1-10 of 28' results. A 'Show' dropdown is set to '10'. The results are displayed in a table with the following columns: Status, Action type, Member name, Policy, ID, Date of birth, Submitted date, and Last modified.

Status	Action type	Member name	Policy	ID	Date of birth	Submitted date	Last modified
Error	Update Salary and Occupation	[Redacted]	[Redacted]	000000143	12 Nov 1987	02 Nov 2022 01:49:32 pm	02 Nov 2022 01:49:35 pm
Error	Update Salary and Occupation	[Redacted]	[Redacted]	000000157	24 Jun 1970	02 Nov 2022 01:47:13 pm	02 Nov 2022 01:47:19 pm
Error	Update Salary and Occupation	[Redacted]	[Redacted]	000000157	24 Jun 1970	02 Nov 2022 01:40:52 pm	02 Nov 2022 01:40:59 pm
Error	Update Salary and Occupation	[Redacted]	[Redacted]	000000157	24 Jun 1970	02 Nov 2022 01:35:23 pm	02 Nov 2022 01:35:30 pm
Error	Update Beneficiaries	[Redacted]	[Redacted]	000804460	03 Nov 1981	24 Oct 2022 01:46:58 pm	24 Oct 2022 01:46:58 pm
Error	Update Beneficiaries	[Redacted]	[Redacted]	000000054	15 Dec 1980	24 Oct 2022 01:44:52 pm	24 Oct 2022 01:44:55 pm
Error	Update Beneficiaries	[Redacted]	[Redacted]	000000048	02 Jul 1980	24 Oct 2022 01:41:15 pm	24 Oct 2022 01:41:18 pm
Error	Update Beneficiaries	[Redacted]	[Redacted]	000000148	02 Mar 1989	24 Oct 2022 01:37:08 pm	24 Oct 2022 01:37:08 pm
Error	Update Beneficiaries	[Redacted]	[Redacted]	000000133	13 Mar 1932	24 Oct 2022 01:34:16 pm	24 Oct 2022 01:34:17 pm
Error	Update Beneficiaries	[Redacted]	[Redacted]	000000105	03 Jan 1935	24 Oct 2022 01:24:19 pm	24 Oct 2022 01:24:20 pm

At the bottom of the page, there is a pagination control showing 'Page 1 of 3' with navigation buttons for previous, current page (1), and next.

- When you navigate to this screen by clicking on one of the counts from either **Add Member** or **Member Search**, the **Action Log** page does an automatic search for those types of actions.

#### Group Administrator Portal User Guide

- If you navigate to this screen by clicking on the sub-menu item Action Log, you will see all actions with In-Progress, Submitted and Error status (to a maximum of 100 records).
- In this section you can change the Search By criteria to better target the actions you are looking for.
- You can also access any in-progress or error enrolments by clicking on employee name. This will return you to the Add Member page to continue or edit.
- A Medavie Blue Cross employee could be in touch to manage any error updates.

## View Overage Dependents

You are able to view, print or extract a listing of dependents Approaching Maximum Minor Age and Full Time Students. This listing will help you to manage students in your policy.

To view overage dependent listing:

- Under **Reports & Billings**, choose **Over age Dependents**. The Over-age Dependent search screen will open.
- Specify the **Policy** number. The Division can be specified but is not mandatory.
- Choose the **Search Type** by selecting Active Full-time Students, Approaching Maximum Age, or Termed Overage Minors/Students, depending on the required results.
- The search results may be extracted to excel (Save to CSV), printed or simply viewed.

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Action log Members Reports & billing Documents Contact us

Home / Reports & billing / Over-age dependent

### Over-age dependent search

Policy \*  
 x

Division  
 x

Search type \*  
☐ Active full-time students  
☐ Approaching maximum age  
☒ Termined over-age minors/students

Search Reset

### Search results

Showing 1-9 of 9

Print Export

Show 10

Division	ID	Member name	Dependent name / Participant #	Date of birth	Term date	Relationship	Status
12173				15 Apr 1999	14 Apr 2020	MINOR	Terminated
				28 Dec 1996	27 Dec 2017	MINOR	Terminated
				09 Feb 2001	08 Feb 2022	MINOR	Terminated
				15 Jan 1999	14 Jan 2020	MINOR	Terminated
				13 Aug 1997	12 Aug 2018	MINOR	Terminated
				14 Jun 2001	13 Jun 2022	MINOR	Terminated
				06 May 1998	05 May 2019	MINOR	Terminated
				21 Jun 1998	20 Jun 2019	MINOR	Terminated
				24 Aug 2000	01 Sep 2020	MINOR	Terminated

Page 1 of 1

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The **Approaching Maximum Age** list of dependents being displayed is limited to dependents that will terminate within the next 60 days or have been terminated within the last 30 days.

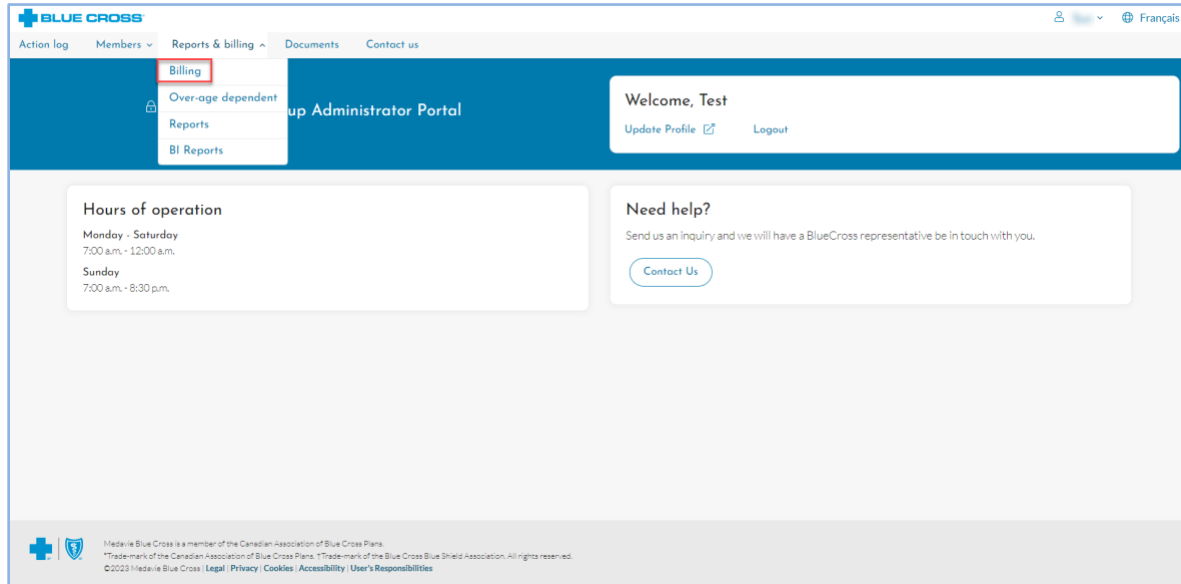
It's possible to pre-subscribe or reinstate dependents as Students.

To learn how to do this, see the **Family Member Changes** section.

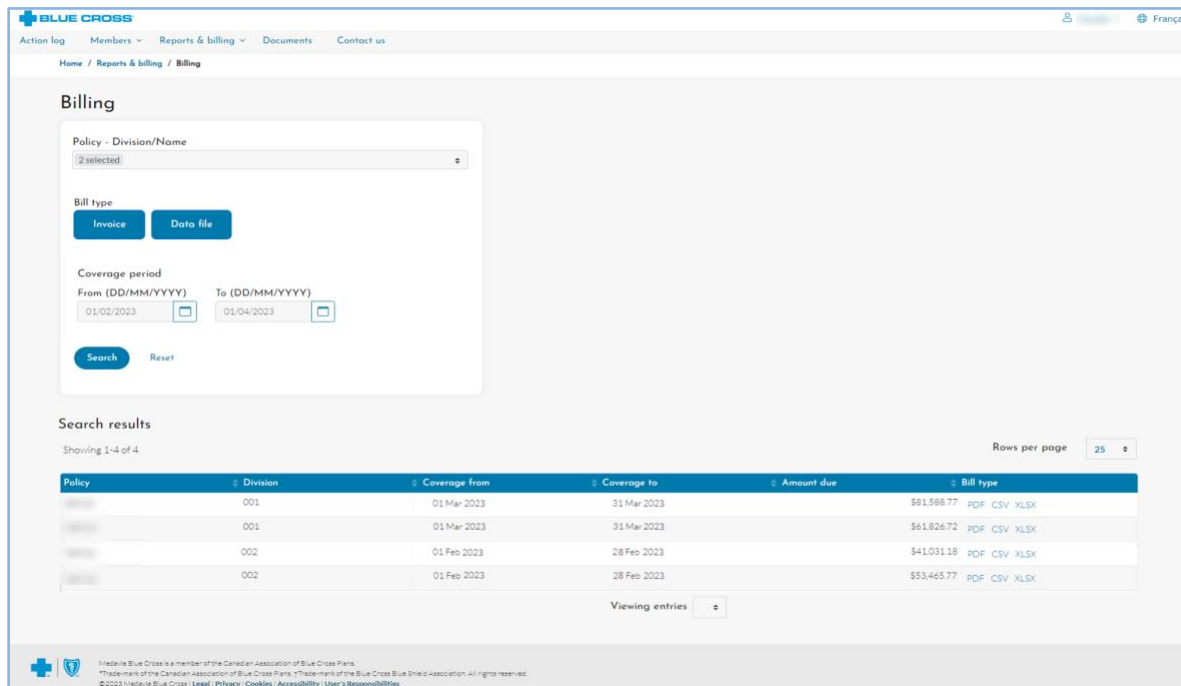
# Billing

## Viewing Bills (Formally known as eBills)

To view a Bill, click **Reports & Billing** on the Welcome screen. Then select Billing from the menu.

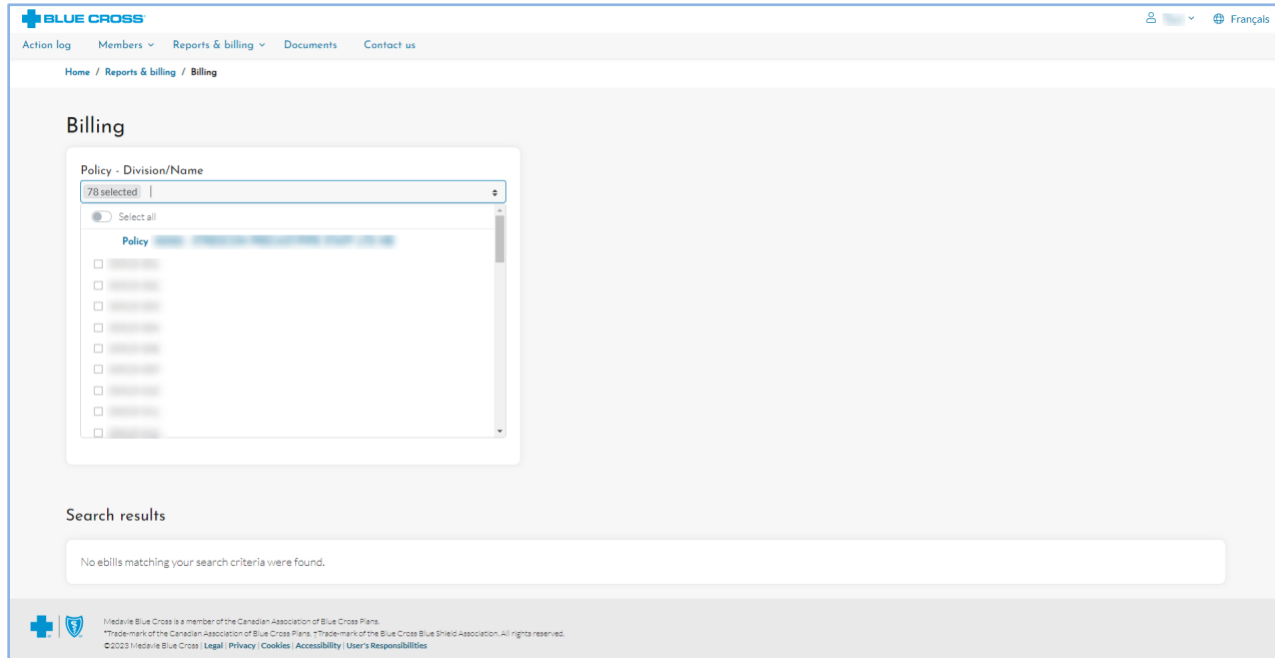


On the Search Bills screen, the most recent Bills, will automatically appear under the **Search Results**.



## Viewing Specific Policies/Divisions

To view Bills for specific policies and/or divisions, select one or more options from the **Policy – Division/Name** drop-down. For a complete list of Bills, select **Select All**.



From **Bill Type**, the following options are available for viewing eBills:

- **Invoice:** PDF format (Remittance and Invoice Details).
- **Data File:** CSV, XLSX format (Excel spreadsheet data file).

\*Both formats will appear by selecting both **Invoice** and **Data File**

## Viewing billing period

In **Coverage Period**, **From** and **To** fields must be completed.

**Billing**

Policy - Division/Name

Bill type

Coverage period  
 From (DD/MM/YYYY)    
 To (DD/MM/YYYY)

**Search results**

Showing 1-3 of 3 Rows per page

Policy	Division	Coverage from	Coverage to	Amount due	Bill type
	000	01 Oct 2022	31 Oct 2022	\$16,298.18	<a href="#">PDF</a> <a href="#">CSV</a> <a href="#">XLSX</a>
	000	01 Oct 2022	31 Oct 2022	\$70,574.56	<a href="#">PDF</a> <a href="#">CSV</a> <a href="#">XLSX</a>
	100	01 Oct 2022	31 Oct 2022	\$116,597.85	<a href="#">PDF</a> <a href="#">CSV</a> <a href="#">XLSX</a>

Viewing entries

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Within your Bills Search Results, click either the PDF, CSV or XLSX links to view, print or save the Bill.

## How to Read a Bill

Please refer to the Medavie Blue Cross Invoice Guide for Group Administrators, available at:

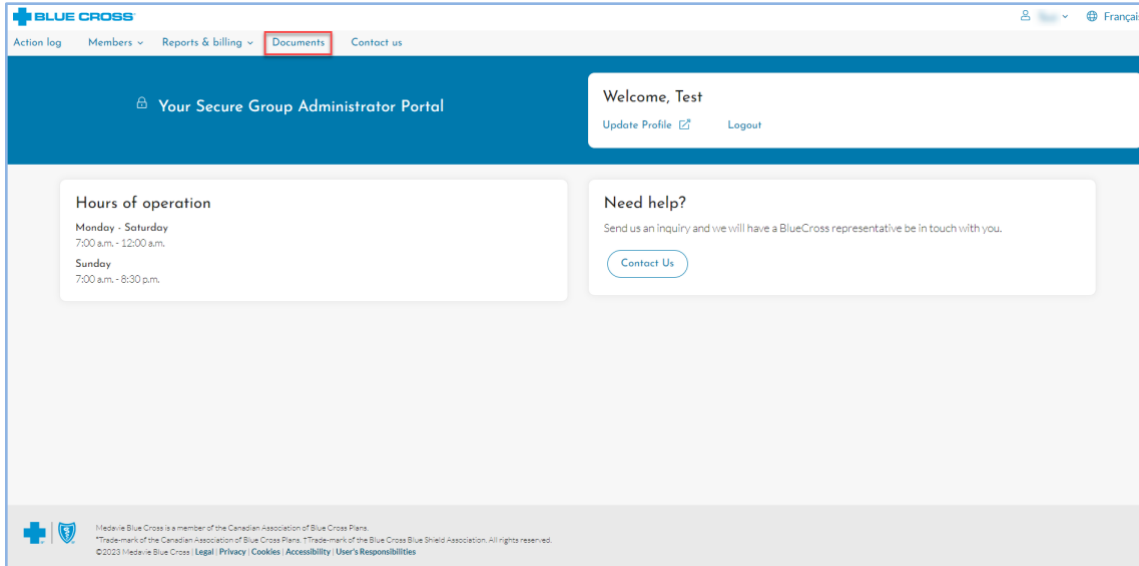
<https://docs.medaviebc.ca/groupadmin/2021-Invoice-Guide-Eng.pdf>



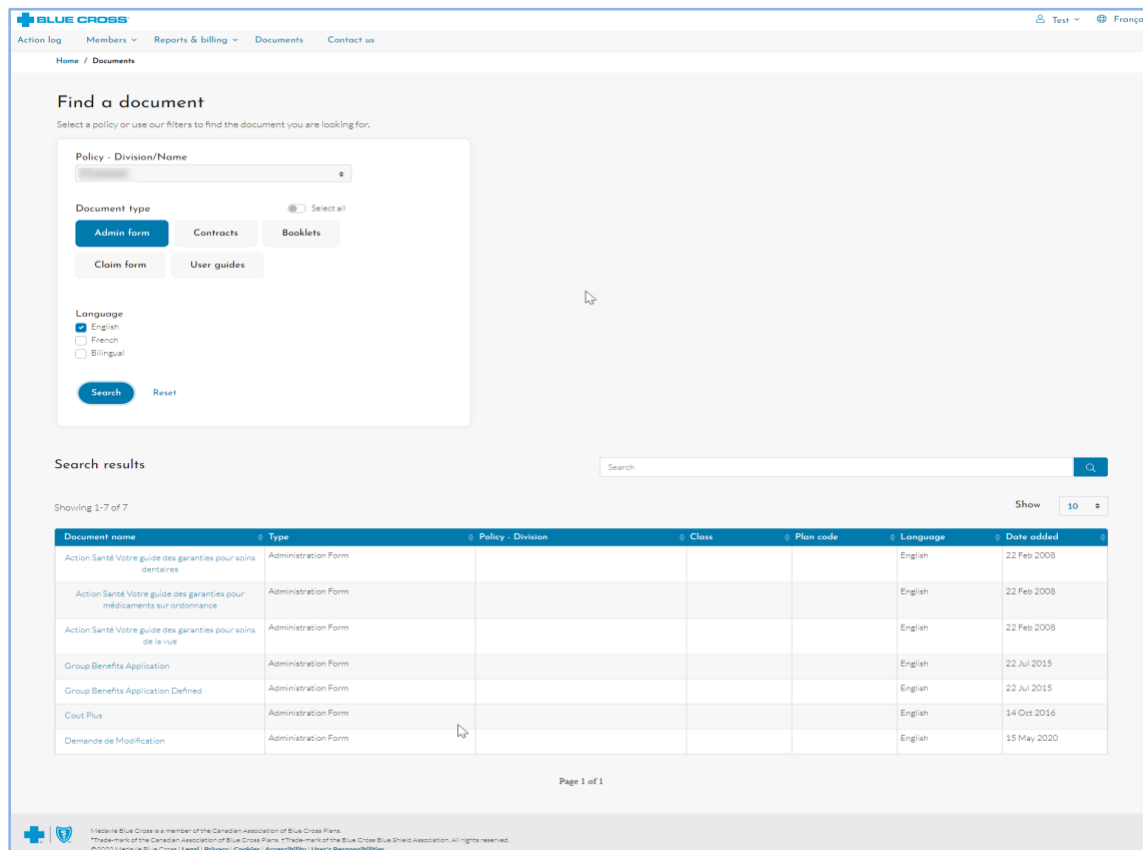
# Other things you should know

## Finding Forms, Booklets or Other Documents

You can search for specific kinds of forms or brochures under Documents.

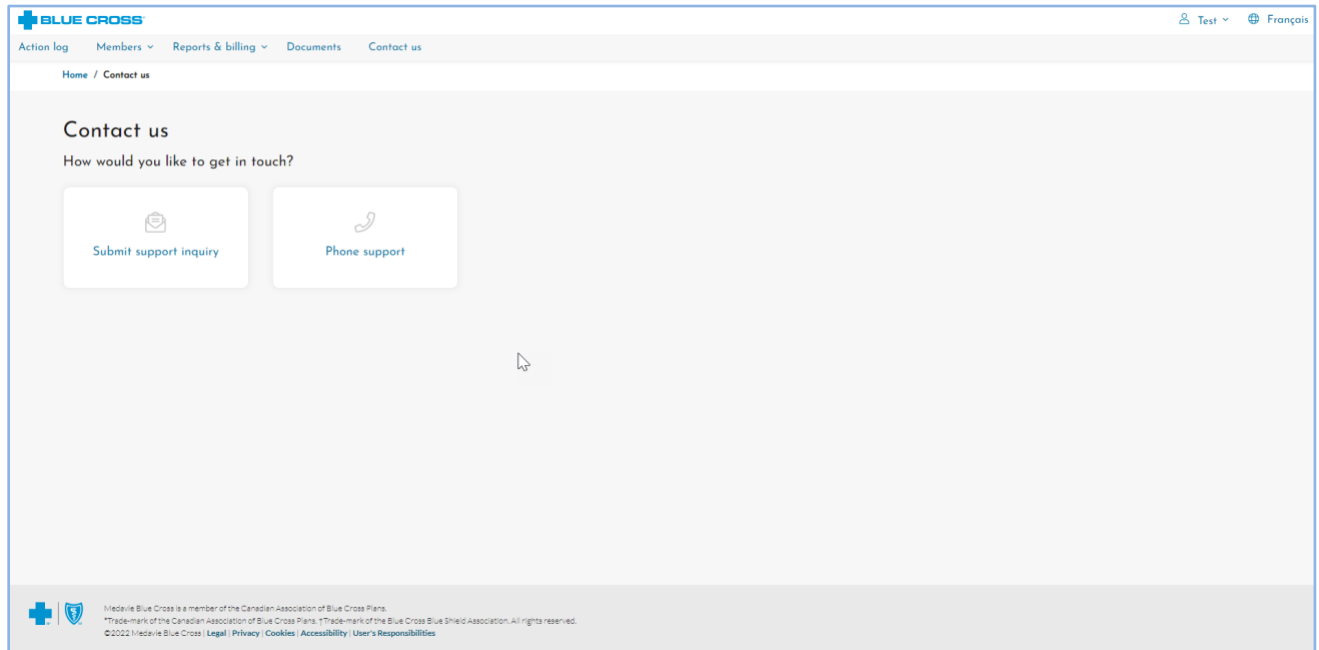


For example, you can find the Administration and Claims forms in the language of your choice (English or French), by searching for them. If the policy has specific forms, you can also specify a policy and division and those will also be returned in the search.



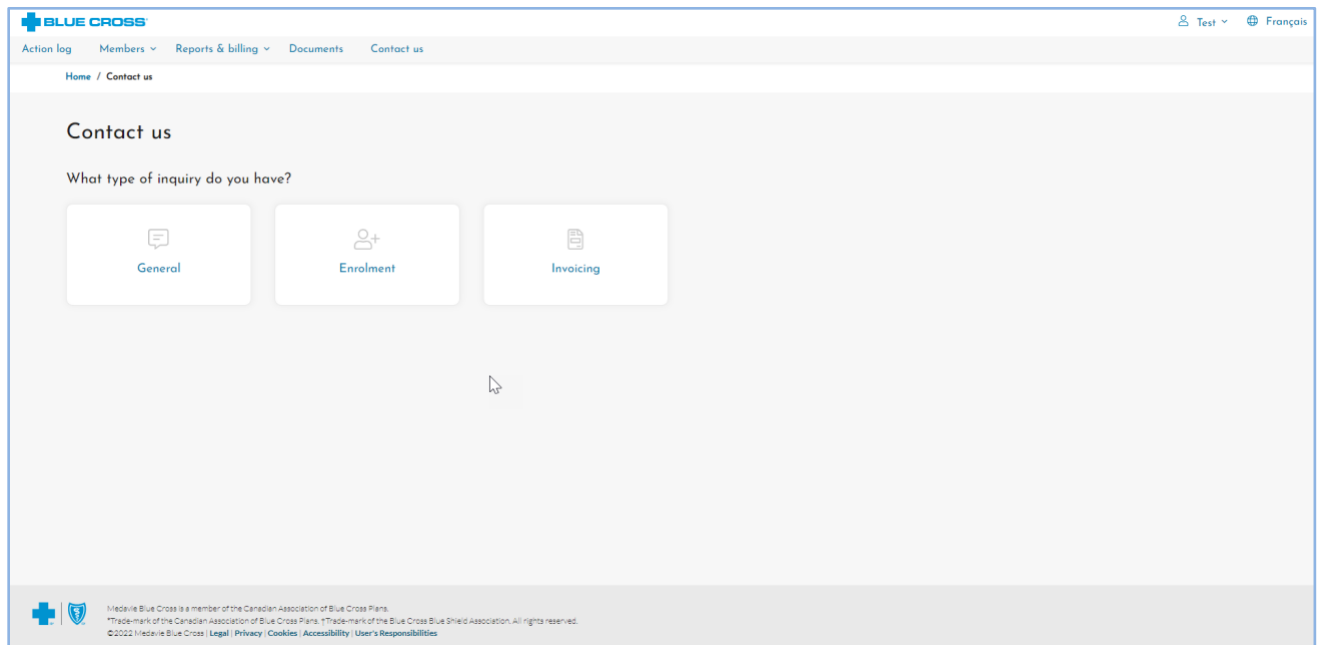
## Getting in Touch with Blue Cross

If you have any questions or comments to share or need to obtain the address or phone number of one of the Blue Cross offices anywhere in Canada click **Contact Us**.



From here you can either **Submit Support Inquiry** or select **Phone Support**.

When you select **Submit Support Inquiry** you will be presented with three types of inquiries: General, Enrolment and Invoicing.



Once you select **General** inquiry you will be asked for the best way to reach you as well as a box to input your question.

**BLUE CROSS**

Test Français

Action log Members Reports & billing Documents Contact us

Home / Contact us

### Contact us

What type of inquiry do you have?

General Enrolment Invoicing

What's the best way to reach you?

Email Phone number

We will follow up with you at [Address]  
If this address is incorrect contact your Blue Cross plan office >



**Describe your inquiry**

Title (optional)

What can we help you with?

Submit

< Back to Support Options

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If you select Enrolment you will need to input the Policy Number, Member Name or ID as well as describe your inquiry.

The screenshot shows the 'Contact us' page of the Blue Cross Group Administrator Portal. The page has a header with the Blue Cross logo and navigation links: Action log, Members, Reports & billing, Documents, and Contact us. The main content area is titled 'Contact us' and asks 'What type of inquiry do you have?'. There are three buttons: General, Enrolment (which is highlighted with a blue border), and Invoicing. Below this, it asks 'What's the best way to reach you?' with two buttons: Email (highlighted) and Phone number. A message states: 'We will follow up with you at [redacted address]'. Below this is a form with three fields: 'Policy number' (with a dropdown menu), 'Member name or ID' (text input), and 'Describe your inquiry' (with a title field and a larger text area). A 'Submit' button is at the bottom of the form. A link 'Back to Support Options' is at the bottom left. The footer contains the Blue Cross logo and a disclaimer: 'Medavie Blue Cross is a member of the Canadian Association of Blue Cross Plans. Trade-mark of the Canadian Association of Blue Cross Plans. Trade-mark of the Blue Cross Blue Shield Association. All rights reserved.'

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Action log Members Reports & billing Documents Contact us

Home / Contact us

### Contact us

What type of inquiry do you have?

General Enrolment Invoicing

What's the best way to reach you?

Email Phone number

We will follow up with you at [redacted address]  
If this address is incorrect [contact your Blue Cross plan office >](#)

Policy number  
Start typing or choose a policy

Member name or ID

Describe your inquiry  
Title (optional)  
What can we help you with?

Submit

[Back to Support Options](#)

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For the Invoicing inquiry you will need to input your Policy number as well as describing your inquiry.

**BLUE CROSS**

Action log Members Reports & billing Documents Contact us

Home / Contact us

## Contact us

What type of inquiry do you have?

General Enrolment **Invoicing**

What's the best way to reach you?

Email Phone number

We will follow up with you at [redacted]  
If this address is incorrect [contact your Blue Cross plan office >](#)

**Policy number**  
Start typing or choose a policy

**Describe your inquiry**  
Title (optional)  
What can we help you with?

**Submit**

[Back to Support Options](#)

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Selecting Phone Support will give you the addresses as well as the phone numbers for the Medavie offices.

The screenshot displays the 'Contact Us' page within the Medavie Blue Cross Group Administrator Portal. The page features a header with the Blue Cross logo and navigation links: 'Action log', 'Members', 'Reports & billing', 'Documents', and 'Contact us'. Below the header, a breadcrumb trail shows 'Home / Contact us / Phone support'. The main content area is titled 'Contact Us' and contains three distinct sections for phone support:

- Québec Office:** 1-800-456-6595, Monday - Friday, 8:30 - 6:00 pm EST.
- Saskatchewan Office:** 1-800-667-6853, Monday - Friday, 8:30 - 6:00 pm CST.
- Elsewhere in Canada:** 1-800-564-2155, Monday - Friday, 8:30 - 6:00 pm AST.

At the bottom of the content area, there is a link: '< Back to Support Options'. The footer contains the Medavie Blue Cross logo, a disclaimer stating 'Medavie Blue Cross is a member of the Canadian Association of Blue Cross Plans', and copyright information: '©2022 Medavie Blue Cross | Legal | Privacy | Cookies | Accessibility | User's Responsibilities'.