



Group Administrator Portal

User Guide

Version 18
October 2025



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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.

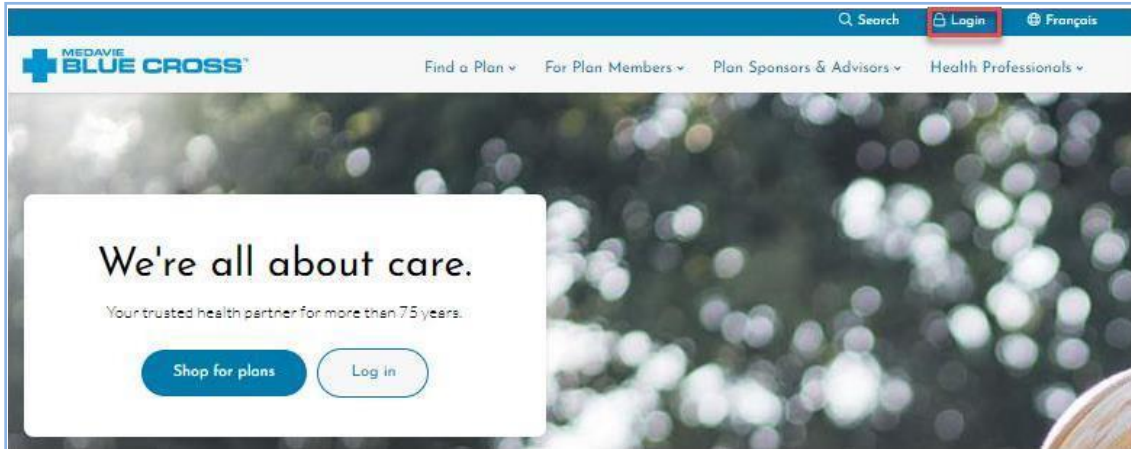
The following guide outlines these changes, and notes applications that will be updated in the very near future. The guide will be revised to reflect these additional enhancements as they become available.

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 o Your temporary password was sent to you in an email from 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 “I forgot my 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](#)

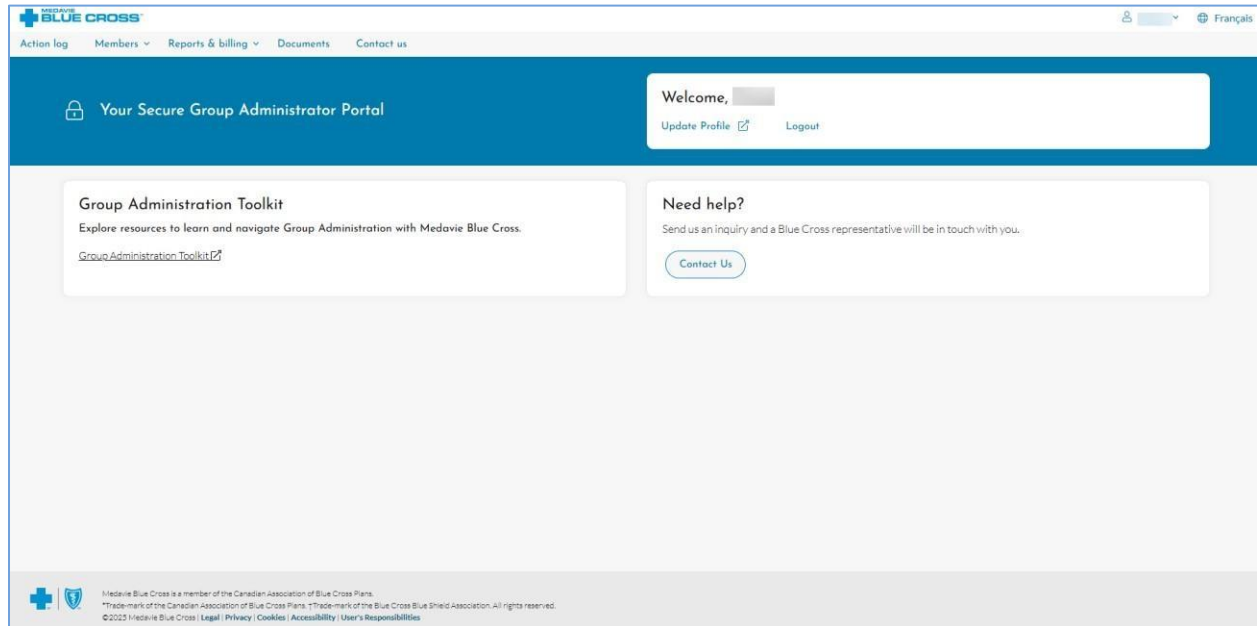
By signing in, you continue to accept the [Terms and Conditions](#) of this site.



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† Trade-mark of Blue Cross Blue Shield Association.

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
- Update Personal Wellness Account.

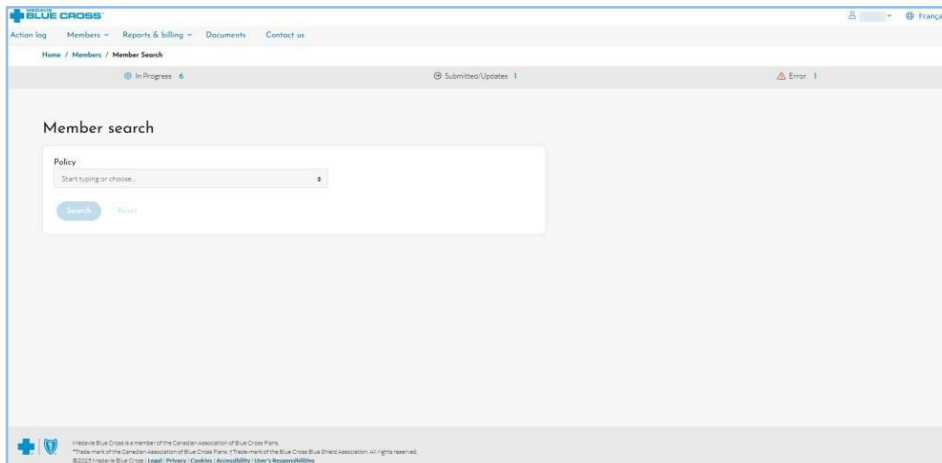
If you require any of these changes to be made, please contact your representative at Medavie Blue Cross.

Enrolment

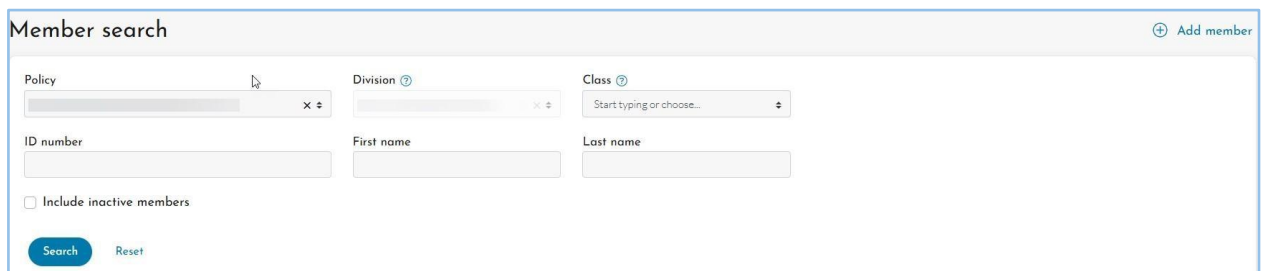
Finding an employee who already has benefits

To find an employee with benefits:

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



- 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**



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


MEMBER

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

[Home](#) / [Members](#) / **Member Search**

In Progress 6
Submitted/Updates 1
Error 1

Search maximum exceeded. Additional records are available. Please refine your search.

Member search

Policy

Division

Class

Start typing or choose...

ID number

First name

Last name

☐ Include inactive members

Search

Reset

+

 Add member

Member search results

Print

Export

Showing 1-10 of 382 entries

Show 10

ID	First Name	Last Name	Date of Birth	Status	Address	Action
500623152			24 Aug 1984	In Force		View
787083773			16 Sep 1953	In Force		View
777665399			26 Mar 1973	In Force		View
785981168			06 Aug 1989	In Force		View
002107837			29 Jul 1963	In Force		View
785986670			06 Oct 1982	In Force		View
785809518			25 Jun 1989	In Force		View
785495623			01 Apr 1987	In Force		View
785818436			12 Apr 1985	In Force		View
001521897			08 Jun 1969	In Force		View

<<

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Viewing entries

null


MEMBER

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

[Home](#) / [Members](#) / **Member Search**

In Progress 6
Submitted/Updates 1
Error 1

Search maximum exceeded. Additional records are available. Please refine your search.

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Start typing or choose...

ID number

First name

Last name

☐ Include inactive members

Search

Reset

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Member search results

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785986670			06 Oct 1982	In Force		View
785809518			25 Jun 1989	In Force		View
785495623			01 Apr 1987	In Force		View
785818436			12 Apr 1985	In Force		View
001521897			08 Jun 1969	In Force		View

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Viewing entries

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MEMBER

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

[Home](#) / [Members](#) / **Member Search**

In Progress 6
Submitted/Updates 1
Error 1

Search maximum exceeded. Additional records are available. Please refine your search.

Member search

Policy

Division

Class

Start typing or choose...

ID number

First name

Last name

☐ Include inactive members

Search

Reset

+

 Add member

Member search results

Print

Export

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002107837			29 Jul 1963	In Force		View
785986670			06 Oct 1982	In Force		View
785809518			25 Jun 1989	In Force		View
785495623			01 Apr 1987	In Force		View
785818436			12 Apr 1985	In Force		View
001521897			08 Jun 1969	In Force		View

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Viewing entries

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MEMBER

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

[Home](#) / [Members](#) / **Member Search**

In Progress 6

Group Administrator Portal User Guide

Medicare

BLUE CROSS

Action log

Members

Reports & billing

Documents

Contact us

Home

Member Search

Update Member

Policy: ID: 000039127

Return to search results

Manage member card

Group

Policy

Division

Class

Plan

Member info

Name

Date of birth

05 Jul 1967

Sex at birth

Male

Language

English

Mailing address

Phone number

Email

Alternate ID

Application date

13 Jun 2023

Hire Date

13 Jun 2023

Direct deposit

**** *2621

Custom report attribute

Identification info

ID number

000039127

Participant number

01

Effective date

13 Jun 2023

Termination date

31 Dec 9999

Status

In Force

Termination reason

None

Salary and occupation

Occupation

YD-High Risk Occ.

Job title

Unknown

Employment type

Not Applicable

Earnings

\$0.00 Annually

Salary effective from

01 Jan 1900

Hours worked per week

0

Expand All

Family Members

Benefits

Beneficiaries

Health Spending Account

Personal Wellness 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 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 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. · NEW: The **Action log** will now display the **Change effective date** of the transaction.

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 transfer is not possible. Please send to Medavie Blue Cross.

Group Administrator Portal User Guide

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 *

08/10/2022

HSA is only available if Extended Health Care is selected

Health	Waive reason	Option	Family category	Coverage amount
Health			Employee	\$
☒ Drug				
☒ Travel				
☒ Hospital				
☒ Extended Health Care				

Dental	Waive reason	Option	Family category	Coverage amount
☒ Dental			Employee	\$

Life	Waive reason	Option	Family category	Coverage amount
☒ Member Life	This benefit cannot be waived			

Accidental Death and Dismemberment	Waive reason	Option	Family category	Coverage amount
☒ Member AD&D	This benefit cannot be waived			

Wellness	Waive reason	Option	Family category	Coverage amount
☒ Health Assessment	This benefit cannot be waived			
☒ 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

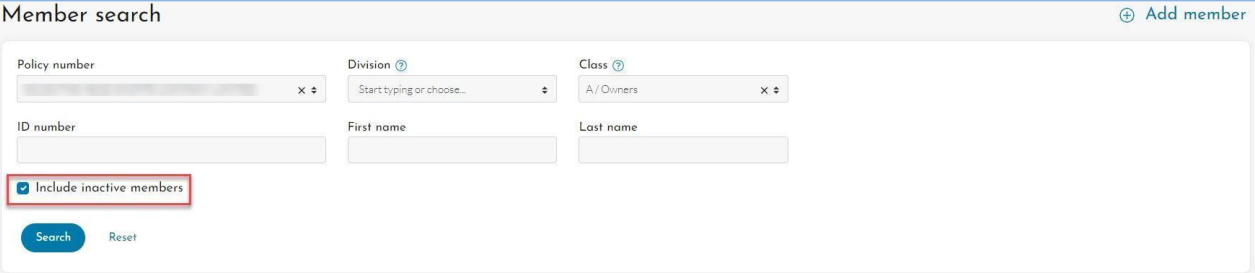
4

Request card

Edit

Reinstating an Employee

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



Member search ⊕ Add member

Policy number ✕ ⌵ ⌴ Division ? ⌵ Class ? ⌵ ✕ ⌴

ID number ⌵ ⌴ First name ⌵ ⌴ Last name ⌵ ⌴

☒ Include inactive members

Search Reset

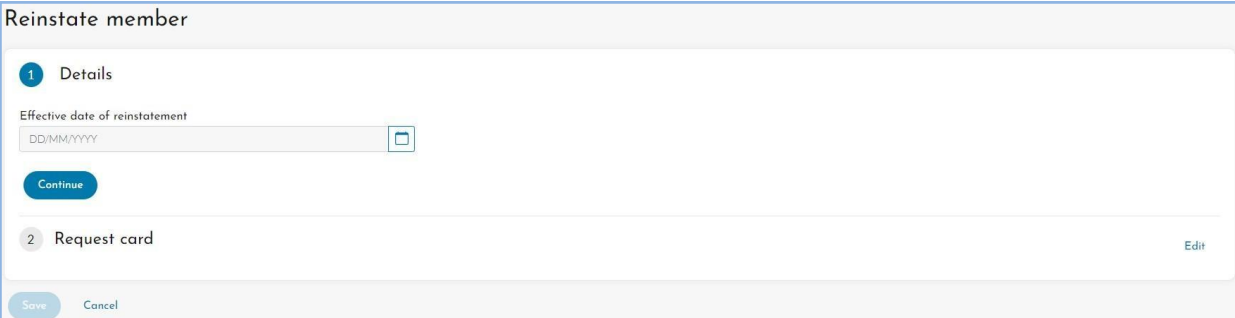
After having selected the employee to reinstate, click on **Reinstate Member**.

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

Note that HSA will be reinstated automatically 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.



Reinstate member

1 Details

Effective date of reinstatement DD/MM/YYYY 📅

Continue

2 Request card Edit

Save Cancel

The employee's previous choices will display and can be selected and changed as needed. After updating benefits, it will navigate to the Request Card page automatically.

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

Policy: 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:¹

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	
☒ Drug	This benefit cannot be waived	Member under 65		
☒ Travel	This benefit cannot be waived			
☒ Hospital	This benefit cannot be waived			
☒ Extended Health Care	This benefit cannot be waived			

Dental				
Benefit	Waive reason	Option	Family category	Coverage amount
☒ Dental	This benefit cannot be waived		Member and family	

Life				
Benefit	Waive reason	Option	Family category	Coverage amount
☒ Member Life	This benefit cannot be waived			
☒ Dependent Life	This benefit cannot be waived			

Accidental Death and Dismemberment				
Benefit	Waive reason	Option	Family category	Coverage amount
☒ Member ADSD	This benefit cannot be waived			

Income Replacement				
Benefit	Waive reason	Option	Family category	Coverage amount
☒ Long Term Disability	This benefit cannot be waived			

Wellness				
Benefit	Waive reason	Option	Family category	Coverage amount
☒ 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.

The screenshot shows the 'Update Member' form in the Group Administrator Portal. The form is titled 'Member info' and contains various input fields for personal and contact information. At the bottom, there are 'Save' and 'Cancel' buttons.

Member info

To update fields that are disabled, please contact your Blue Cross office

First name *

Last name *

Middle name

Date of birth *

Sex at birth *

Language *

Country *

Street address *

City *

Province *

Postal Code *

Phone number

Email

Hire Date

Application date

Alternate ID

Custom report attribute

Privacy consent

Request new card

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.

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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.

Home / Member Search / Update Member / Update family

Policy: ID: 070076211

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
	07 Apr 1959	Female	Spouse/Married (01 Jan 1900)	English	InForce	Yes	01 Jan 1983	
	19 Mar 1984	Male	Child/Student	English	Terminated	Yes	20 Mar 2005	31 Mar 2005
	22 Nov 1986	Female	Child/Student	English	Terminated	Yes	23 Nov 2007	30 Nov 2007
	25 Jul 1989	Male	Child/Student	English	Terminated	Yes	26 Jul 2010	31 Jul 2010
	24 May 2004	Female	Child/Minor	English	Terminated	Yes	24 May 2004	23 May 2025

Add family member

Edit family member

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

Relationship
Child

First name *

Last name *

Middle name

Date of birth *

Sex at birth *

Language *

Relationship type *
☒ Minor ☐ Student

Privacy consent
☒ Yes ☐ No

Change relationship type to student

☐ Yes ☒ No

Application date *

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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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	\$
☒ Drug				
☒ Travel				
☒ Hospital				
☒ Extended Health Care				

Dental

Benefit	Waive reason	Option	Family category	Coverage amount
☒ Dental		Dental	Employee & Family	\$

Life

Benefit	Waive reason	Option	Family category	Coverage amount
☒ Member Life	This benefit cannot be waived			
☒ Dependent Life	This benefit cannot be waived			

Accidental Death and Dismemberment

Benefit	Waive reason	Option	Family category	Coverage amount
☒ Member AD&D	This benefit cannot be waived			

Wellness

Benefit	Waive reason	Option	Family category	Coverage amount
☒ Health Assessment	This benefit cannot be waived			
☒ 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
Employee Name (Hidden)	Insured	Participating	InForce

UpdateView 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
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
Current balance	\$500.00

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:

☒ (Insured)

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

Salary and Occupation Changes

If the employee's occupation has changed, or if they received 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).

Employee 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

Contingent beneficiaries can now be managed and updated.

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

To change current beneficiaries/contingent beneficiaries, click on the respective tab:

- Update First name, Last name and relationship.

To remove existing beneficiaries/contingent beneficiaries, click on the respective tab:

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

To add additional beneficiaries:

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

To change irrevocable beneficiaries:

Group Administrator Portal User Guide

- 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/), please submit the completed form to Medavie Blue Cross.

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

Policy: ID: 000000145

Beneficiaries

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

Changes on this screen are limited to Member Life, Optional Member Life, and Supplemental Life coverage.
If your employee requires a beneficiary distribution that cannot be configured here, please contact your Blue Cross office for assistance.

Beneficiaries Contingent beneficiaries

How would you like to distribute benefits?

☐ Split equally

☒ Manually distribute

First name, Initial	Last Name	Relationship	Percentage	Irrevocable
		Child	100 %	☐
			Total 100 %	

[Add beneficiary](#)

Trustee

If a beneficiary is considered a minor under the provincial jurisdiction of residence, please include their trustee information below:

Type:

Start typing or choose...

Policy: ID: 000000145

Beneficiaries

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

Changes on this screen are limited to Member Life, Optional Member Life, and Supplemental Life coverage.
If your employee requires a contingent beneficiary distribution that cannot be configured here, please contact your Blue Cross office for assistance.

Beneficiaries Contingent beneficiaries

Note: Your contingent is the person (or persons) who will receive your life insurance benefits in the event your designated beneficiary is deceased. Your contingent and your beneficiary cannot be the same person.
If you don't assign a contingent, benefits will be paid to your estate and could go through probate, resulting in otherwise avoidable tax consequences.

First name, Initial	Last Name	Relationship	Percentage	Irrevocable
		res	100 %	☐
			Total 100 %	

[Add contingent beneficiary](#)

Trustee

If a beneficiary is considered a minor under the provincial jurisdiction of residence, please include their trustee information below:

Type:

Start typing or choose...

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**.

The screenshot shows the 'Update COB' (Coordination of Benefits) form in the Group Administrator Portal. The form is titled 'Coordination of benefits' and includes the following fields and sections:

- Policy:** [Field] **ID:** 070076211
- 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 *** [Field]
 - Date of birth *** [Field] [Calendar icon]
 - Name of other insurer *** [Field]
 - Effective date of coverage *** [Field] [Calendar icon]
 - Policy number** [Field]
 - Identification number** [Field]
 - Coverage under other plan ***

Benefit	Family category
☐ All	
☐ Hospital	
☐ Drugs	
☐ Dental	
☐ Extended Health Benefits	
☐ Vision	
- Buttons:** Save, Cancel

At the bottom of the page, there is a footer with the Blue Cross logo and the following text: "Medavie Blue Cross is a member of the Canadian Association of Blue Cross Plans. **Trademark of the Canadian Association of Blue Cross Plans. †Trademark of the Blue Cross Blue Shield Association. All rights reserved. ©2023 Medavie Blue Cross | Legal | Privacy | Cookies | Accessibility | User's Responsibilities"

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.

Option 1: Enhanced Online Enrolment Process

If the '**Online enrolment settings**' slider is turned on, you will be able to initiate enrolment before enabling the Member to complete their own information online. If the Online enrolment settings slider is turned 'off', then you can perform the **Traditional Add Member Process (Option 2)** which includes manually filling out all of the Member details.

Group Administrator Portal User Guide

- A modified Member info section will be displayed with only the details needed for online enrollment including Name and date of birth, employment details (ID, status, salary, email, etc.) and applicable benefits. Once all applicable details are selected, the Employee will fill out the rest of the details, including the Family member section.

Online enrolment settings

Want to save time and deliver a seamless experience?
The new 'Enable online enrolment' toggle has been activated for you! This will allow the member to securely enter their own details with ease.

Enable online enrolment
When you enable online enrolment, the member will fill out the rest of their personal information online.

Enrolment period
An email invitation to enrol online will be sent on the start date. After the end date, the member can't access online enrolment anymore.

Start date * 17/10/2025 **End date *** 25/10/2025

Access code
123456

Reminder email *
Halfway through the enrolment period

Add member

Add **View Member Summary**

Group

Policy * 12345 Demo

Division * 12345 Demo division

Class * All Retail Employees

Plan * 12345000001 Demo

ID number *

Note: If the policy has never used online enrolment, then the Access Code will be editable. We recommend creating an access code that is 5-6 characters long, using only letters and numbers. If there has ever been an online enrolment for the policy, the Access Code will be prepopulated with the previously keyed Access Code and cannot be edited.

Member info

First name * **Last name ***

Date of birth *

Language *
English French

Email *

Hire Date *

☐ **Waive waiting period**
Benefits will begin on permanent date employed, if checked

Alternate ID **Custom report attribute**

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

Add member

Add **View Member Summary**

Benefits
HSA is only available if Extended Health Care is selected

Group & Member info

Plan

Health

Group

Plan

Health

Group

Plan

Health

- Once this information is complete, review the details and then click "continue". This will initiate enrolment.

Review member summary

Please review the member details and online enrolment settings you entered. You'll finalize the plan settings after the member completes online enrolment.

View Member Summary

Group

Policy

Division

Class

Plan

Online enrolment details

Start date

End date

Access code

Reminder email

Member info

First name

Last name

Date of birth

Language

Email

Hire Date

Waive waiting period

Alternate ID

Custom report attribute

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

Add member

Add **View Member Summary**

Benefits
HSA is only available if Extended Health Care is selected

Group & Member info

Plan

Health

Group

Plan

Health

Group

Plan

Health

- The status will show up as "Initiated" next to the member.

Search results										
Showing 1-1 of 1										Show 25
Status	Policy	Member name	ID	Date of birth	Email	Enrol start date	Enrol end date	Submitted date	Last modified	
Initiated	12173	Chandler Bing		01 Jan 1990		17 Jun 2025	25 Jun 2025	17 Jun 2025 15:56:59	17 Jun 2025 16:00:05	

Group Administrator Portal User Guide

- While the member is completing their enrolment, the status in GAP will display as "Member Applying". Once the member submits their information, the status changes to "Received", prompting you to review it. Please, note, you must wait until the next day to see the member's status as "Received".

Showing 1-5 of 5 Show 25

Status	Policy	Member name	ID	Date of birth	Email	Enrol start date	Enrol end date	Submitted date	Last modified
Received	11738	Marous Demo One		10 Oct 1990	test40@gmail.com	11 Feb 2025	28 Feb 2025	11 Feb 2025 14:20:04	12 Feb 2025 07:00:10
Email Sent	11738	DEmo Livetest		05 May 1980	test20@medavie.ca	11 Feb 2025	20 Feb 2025	11 Feb 2025 13:18:03	11 Feb 2025 13:23:16

- Click on the member's name and review the submitted details in to ensure accuracy.
- Once the application is submitted, the status will update to "Submitted." Once it shows as "Completed," the member will be officially enrolled and show up in the results when searched.

BLUE CROSS

Action log Members Reports & Billing Documents Contact us

Home / Members / Add Member

In Progress 14 Submitted/Updated 2 Error 29

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

B'Tout les autres salaries

Member info

Name Date of birth Sex at birth Language

10 Oct 1990 Male French

Mailing address Phone number Email

Important: If an employee does not fully complete their enrolment during the specified enrolment window, they will be required to complete a paper application form. The status log is a critical tool for tracking online enrolments and ensuring they are validated and submitted on time.

Option 2: Traditional Add Member Process

- 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:
 - Click **Save & Exit** to finish adding the member at a later time; or
 - 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

Group Administrator Portal User Guide
of the page.

- o The **Member Summary** will be updated throughout the entire process. Any errors will display there.

The screenshot shows the 'Add member' form in the Medavie Blue Cross Group Administrator Portal. The form is divided into several sections:

- Group:** Includes dropdown menus for Policy, Division, Class, and Plan.
- Member info:** Includes fields for First name, Last name, Middle name, Date of birth (DD/MM/YYYY), Sex at birth, Language (English/French), Country (Canada), Street address, City, Province, Postal code, Email, Phone number, Hire Date (DD/MM/YYYY), and Application date (DD/MM/YYYY).
- Privacy consent:** Includes a checkbox for 'Waive waiting period' and a checkbox for 'Privacy consent'.
- Direct deposit information:** Includes fields for Branch/Transit #, Bank/Institution #, and Account #.

At the bottom of the form, there are buttons for 'Continue', 'Save & exit', and 'Cancel'. A link to 'Show direct deposit guide' is also present.

Group Administrator Portal User Guide

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's name.

The screenshot shows the 'Action log' page in the Blue Cross Group Administrator Portal. The page has a navigation bar with links: Action log, Members, Reports & billing, Documents, and Contact us. The 'Action log' link is highlighted. Below the navigation bar, the 'Action log' section contains filters for 'Enrolment type' (Manual enrolment, Online enrolment), 'Status' (In progress, Submitted, Error, Completed), 'Action type' (Start typing or choose...), 'Policy' (Start typing or choose...), 'ID number', 'Member name', 'Date submitted from' (DD/MM/YYYY), and 'Date submitted to' (DD/MM/YYYY). A 'Search' button is at the bottom of the filter section. Below the search results, a table displays the results. The table has columns: Status, Action type, Member name, Policy, ID, Date of birth, Change effective Date, Submitted date, and Last modified. The first row shows a member with status 'In Progress', action type 'Add', member name 'Jamie Swift', and a date of birth of 01 Jan 1990.

Status	Action type	Member name	Policy	ID	Date of birth	Change effective Date	Submitted date	Last modified
In Progress	Add	Jamie Swift			01 Jan 1990		04 Jun 2025 10:09:55	04 Jun 2025 10:09:57

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**

The screenshot shows the 'Add member' page in the Blue Cross Group Administrator Portal. The page has a navigation bar with links: Action log, Members, Reports & billing, Documents, and Contact us. The 'Members' link is highlighted. Below the navigation bar, the 'Add member' section contains a message: "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'." Below the message, a table displays the existing member's information. The table has columns: ID, First Name, Last Name, Date of Birth, Address, Status, and Alternate ID. The first row shows a member with ID 000000096, first name 'Jamie', last name 'Swift', and a date of birth of 01 Jan 1990. Below the table, there are three buttons: 'Continue', 'Save & exit', and 'Cancel'. A 'Remove Member' button is also present in the top right corner of the section.

ID	First Name	Last Name	Date of Birth	Address	Status	Alternate ID
000000096	Jamie	Swift	01 Jan 1990			

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	\$
☒	Drug		Module Liberté - Member under 65	\$	
☒	Travel		Travel - Quebec	\$	
☒	Hospital		Hospital - Quebec	\$	
☒	Extended Health Care		EHC & HSA & PWA - Quebec	\$	

Life	Benefit	Waive reason	Option	Family category	Coverage amount
☒	Member Life	This benefit cannot be waived			

Accidental Death and Dismemberment	Benefit	Waive reason	Option	Family category	Coverage amount
☒	Member AD&D	This benefit cannot be waived			

Income Replacement	Benefit	Waive reason	Option	Family category	Coverage amount
☒	Long Term Disability	This benefit cannot be waived			

Wellness	Benefit	Waive reason	Option	Family category	Coverage amount
☒	Health Assessment	This benefit cannot be waived			
☒	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 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**.

Group Administrator Portal User Guide

Medicare BLUE CROSS

Franglais

Action log

Members

Reports & billing

Documents

Contact us

Home / Members / Add Member

In Progress 6

Submitted/Updates 1

Error 2

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

B/All Other Employees

Member info

Name

Date of birth

Sex at birth

Language

Mailing address

Phone number

Email

Alternate ID

Application date

Hire Date

Direct deposit

Custom report attribute

01 Jun 2025

01 Jun 2025

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 AD&D	Member		

Wellness

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

Salary and occupation

Employment type

Full Time Salary

Salary effective from

Hours worked per week

01 Jun 2025

40

Beneficiaries

Name	Relationship	Irrevocable	Percentage
Stirling Ailes	Estate		100 %
Total Percentage			100 %

< Back

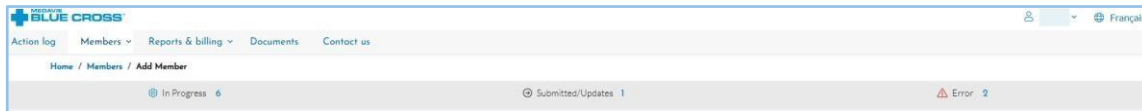
Submit

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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 shows the 'Action log' page. It includes search filters for 'Enrolment type' (Manual enrolment, Online enrolment), 'Status' (In progress, Submitted, Error, Completed), 'Action type' (Start typing or choose...), 'Policy' (Start typing or choose...), 'ID number', 'Member name', 'Date submitted from' (DD/MM/YYYY), and 'Date submitted to' (DD/MM/YYYY). A 'Search' button is located below the filters.

Below the search filters, the 'Search results' section shows 'Showing 1-10 of 10' results. A table displays the results with columns: Status, Action type, Member name, Policy, ID, Date of birth, Change effective Date, Submitted date, and Last modified.

Status	Action type	Member name	Policy	ID	Date of birth	Change effective Date	Submitted date	Last modified
Error	Update Benefits			000000139	08 Oct 1994	01 Jun 2025	13 Jun 2025 12:34:52	13 Jun 2025 12:35:12
Error	Add			600004072	31 Mar 1986		20 Feb 2025 11:47:21	21 Feb 2025 16:26:49
In Progress	Add				01 Jan 1990		04 Jun 2025 10:09:55	04 Jun 2025 10:09:57
In Progress	Add				01 Jan 1990		04 Jun 2025 10:08:47	04 Jun 2025 10:08:54
In Progress	Add				01 Jan 1975		02 Jun 2025 08:52:12	02 Jun 2025 08:59:43
In Progress	Add				01 Jan 1999		07 May 2025 15:47:13	07 May 2025 15:47:19
In Progress	Add				01 Jan 1990		05 May 2025 07:36:02	05 May 2025 07:36:06
In Progress	Add				01 Jan 1989		11 Mar 2025 11:37:24	11 Mar 2025 11:38:02
Submitted	Add			000000149	01 Jul 1960		16 Jun 2025 14:05:47	16 Jun 2025 14:20:17
Submitted	Reinstate Certificate			787189205	21 Feb 1964		30 May 2023 15:56:51	30 May 2023 15:56:51

Page 1 of 1

- 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.
- 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).

Group Administrator Portal User Guide

- 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.
- NEW: Change effective date has been added to this view.
- A Medavie Blue Cross employee could be in touch to manage any error updates.

View Overage Dependents

You can 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 Over- age Minors/Students, depending on the required results.
- The search results may be extracted to excel (Save to CSV), printed or simply viewed.

Over-age dependent search

Policy *

Division

Search type *

☐ Active full-time students

☐ Approaching maximum age

☒ Termed over-age minors/students

Search **Reset**

Search results **Print** **Export**

Showing 1-4 of 4

Show 10

Division	ID	Member name	Dependent name / Participant #	Date of birth	Term date	Relationship	Status
15175/Sea Star Seafoods Limited	000000039			10 Jun 2004	09 Jun 2025	Minor	Terminated
	000000042			14 Jun 2001	13 Jun 2022	Minor	Terminated
	000000066			23 Mar 2003	22 Mar 2024	Minor	Terminated
	000000083			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.

Group Administrator Portal User Guide

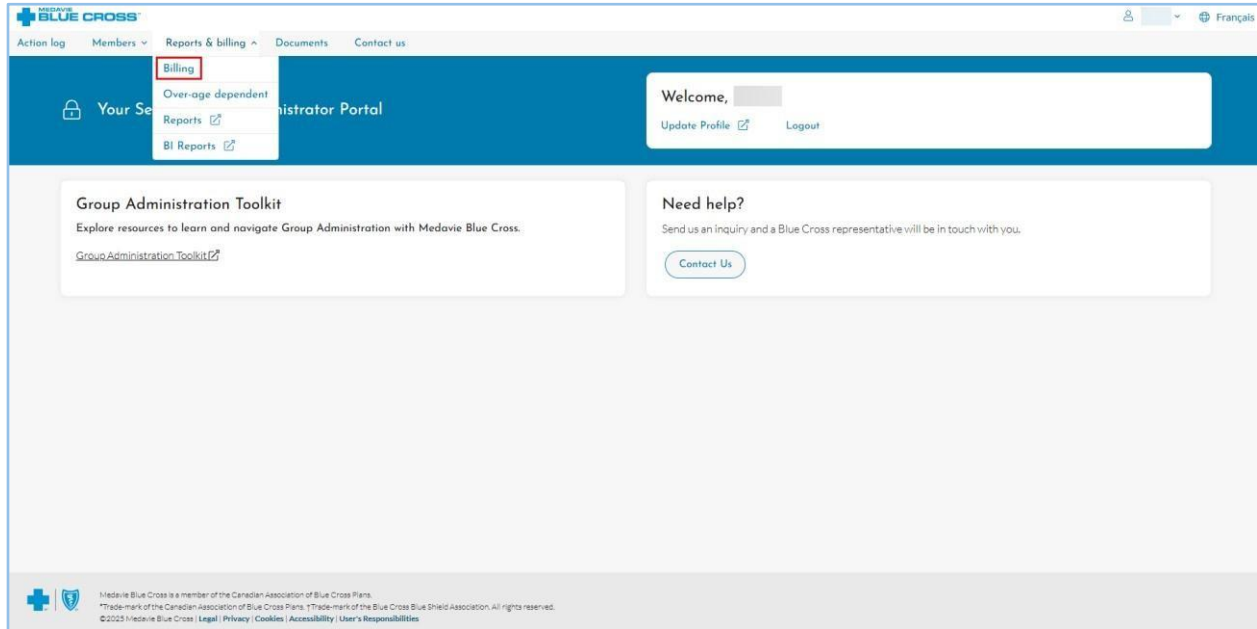
It's possible to pre-subscribe or reinstate dependents as Students.

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

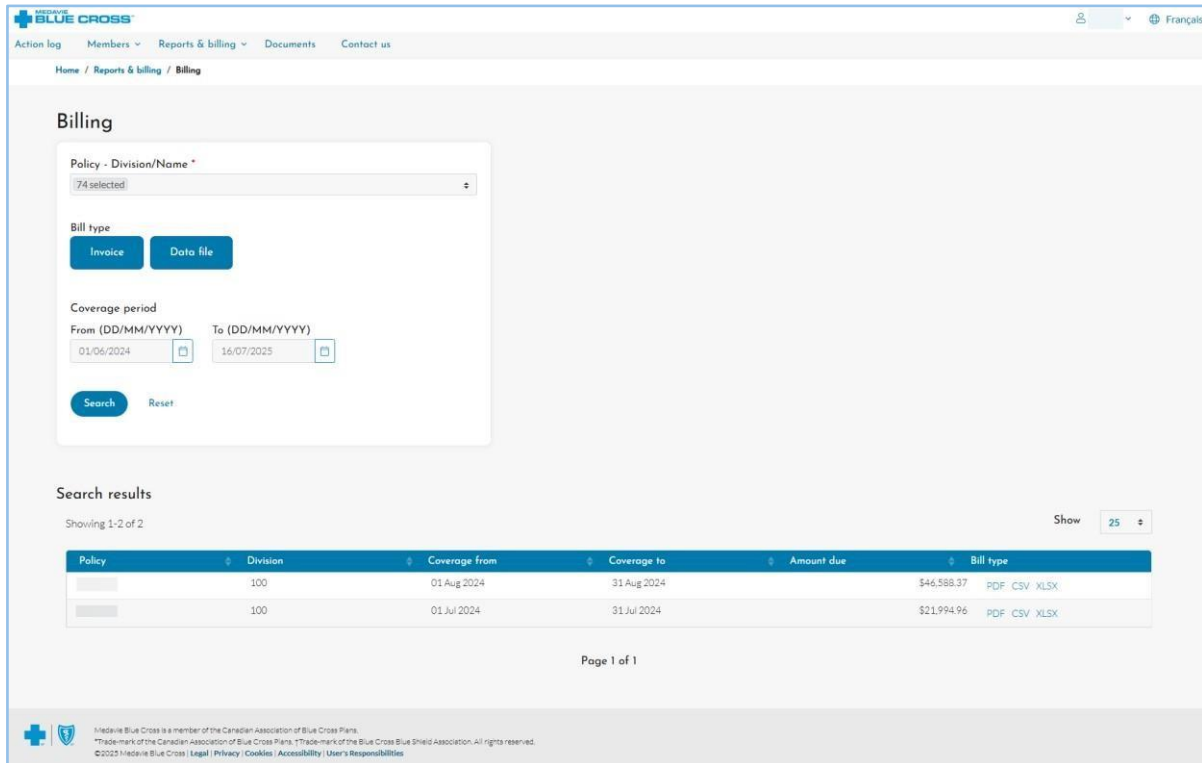
Billing

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**.



Group Administrator Portal User Guide

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**.

The screenshot shows the 'Billing' section of the BILLIE CROISSÉ Group Administrator Portal. The page has a header with navigation links: Action log, Members, Reports & billing, Documents, and Contact us. Below the header is a breadcrumb trail: Home / Reports & billing / Billing. The main content area is titled 'Billing' and contains a search form. The search form has a dropdown menu for 'Policy - Division/Name' with 43 items selected. Below this are two buttons: 'Invoice' and 'Data File'. The 'Coverage period' section has two date pickers: 'From (DD/MM/YYYY)' set to 01/05/2023 and 'To (DD/MM/YYYY)' set to 31/07/2023. There are 'Search' and 'Reset' buttons. Below the search form is a 'Search results' section showing 'Showing 1-1 of 1'. A table displays the results with columns: Policy, Division, Coverage from, Coverage to, Amount due, and Bill type. The table has one row with the following data: Policy (blank), Division (100), Coverage from (01-Aug-2023), Coverage to (31-Aug-2023), Amount due (\$04,232.08), and Bill type (PDF CSV XLSX). The page footer includes the BILLIE CROISSÉ logo and text: 'Innosia Blue Cross is a member of the Canadian Association of Blue Cross Funds. Innosia is a member of the Canadian Association of Blue Cross Funds. Innosia is a member of the Blue Cross Blue Shield Association. All rights reserved. ©2023 Innosia Blue Cross. Legal Privacy Cookies Accessibility User's responsibilities'.

Policy	Division	Coverage from	Coverage to	Amount due	Bill type
	100	01-Aug-2023	31-Aug-2023	\$04,232.08	PDF CSV XLSX

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 *
All selected

Bill type
Invoice Duplicate

Coverage period
From (DD/MM/YYYY) To (DD/MM/YYYY)
01/05/2023 17/07/2023
Search Reset

Search results
Showing 1-1 of 1

Policy	Division	Coverage from	Coverage to	Amount due	Bill type
	100	01-Aug-2023	31-Aug-2023	\$64,252.08	PDF CSV XLSX

Page 1 of 1

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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

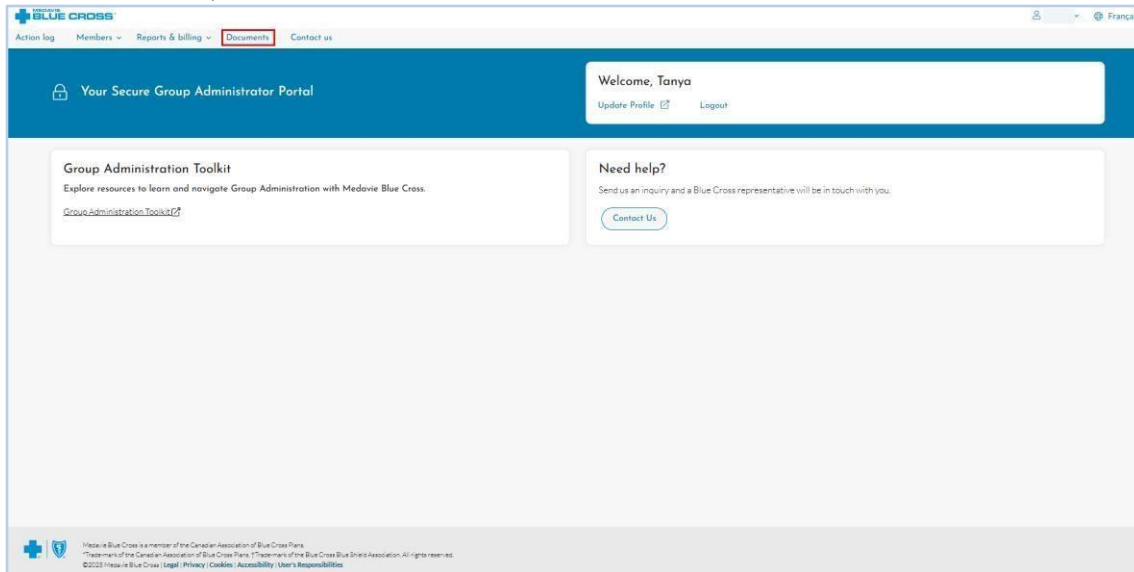
Please refer to the Medavie Blue Cross Invoice Guide for Group Administrators, available at:

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

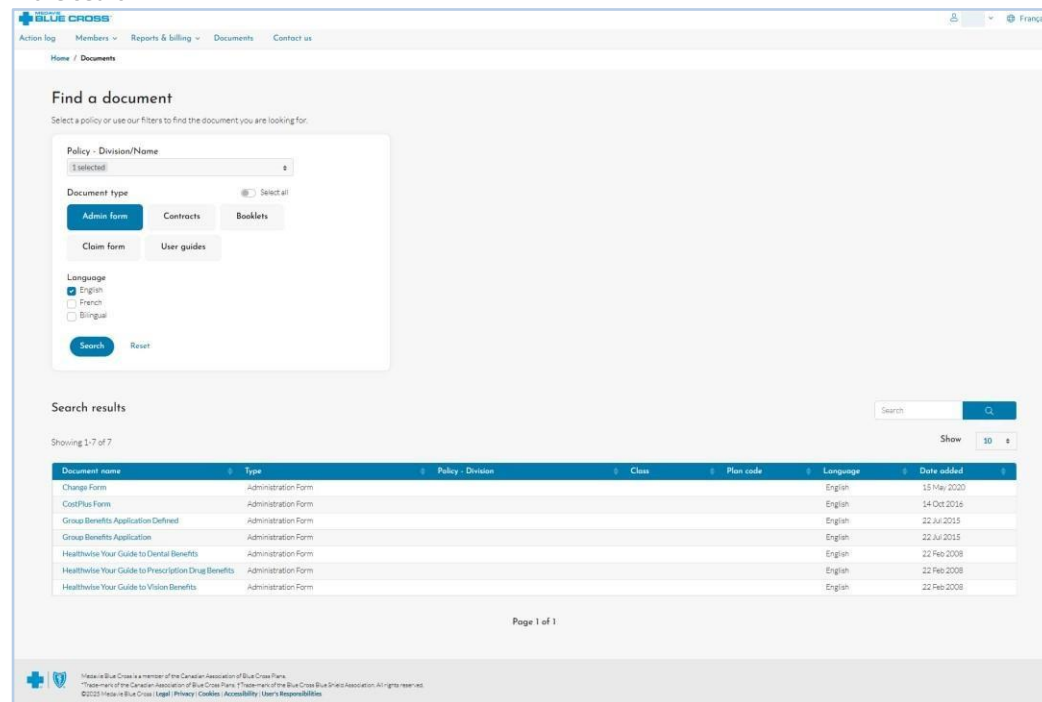
Other things you should know

Finding Forms, Booklets or Other Documents

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

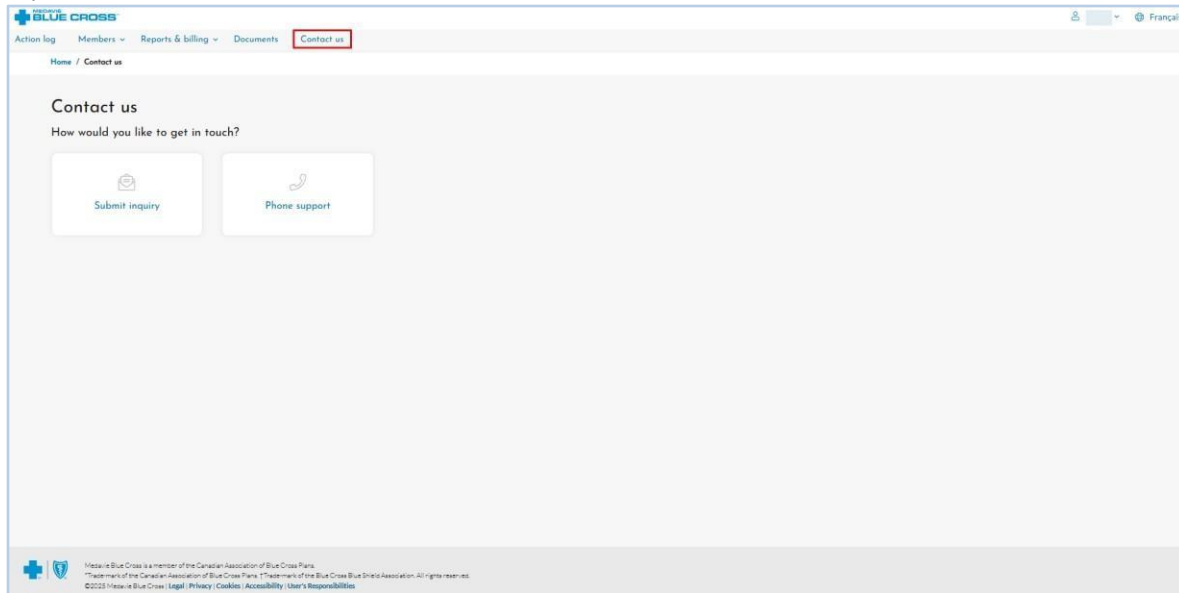


For example, you can find the Administration and Claims forms in the language of your choice (English or French), by searching for them. If the policy has specific forms, you can also specify a policy and division and those will also be returned in the search.



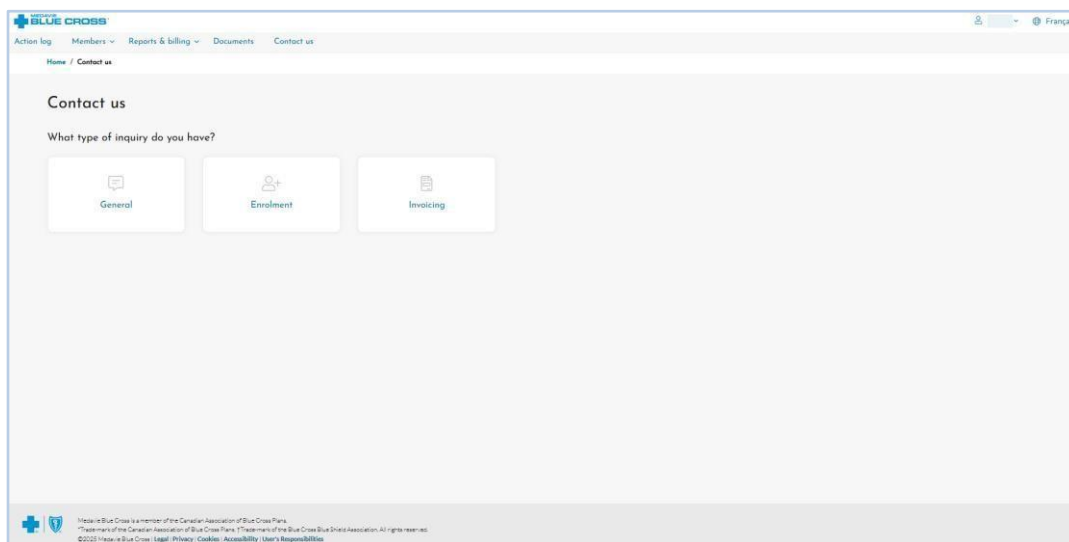
Getting in Touch with Blue Cross

If you have any questions, comments 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 Inquiry** or select **Phone Support**.

When you select **Submit 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, your policy number, as well as a box to input your question. If you are inquiring about more than one policy, please enter the 5-digit policy number in the Policy Number field and include additional policies in the body of the text.

Group Administrator Portal User Guide

The screenshot shows the 'Contact us' page of the Blue Cross Group Administrator Portal. The page has a blue header with the Blue Cross logo and navigation links: Action log, Members, Reports & billing, Documents, and Contact us. Below the header, there's a breadcrumb trail: Home / Contact us. The main content area is titled 'Contact us' and asks 'What type of inquiry do you have?'. There are three buttons: General (selected), Enrolment, and Invoicing. Below this, it asks 'What's the best way to reach you?' with two buttons: Email (selected) and Phone number. A text input field for 'We will follow up with you at:' is present, with a note: 'If this address is incorrect contact your Blue Cross plan office >'. A 'Policy Number *' input field is also shown. Below that, there's a 'Describe your inquiry' section with a 'Title (optional)' input field and a larger text area for 'What can we help you with?'. 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, a shield icon, and legal disclaimers: 'MetLife Blue Cross is a member of the Canadian Association of Blue Cross Plans. *Trademarks of the Canadian Association of Blue Cross Plans. **Trademarks of the Blue Cross Blue Shield Association. All rights reserved. ©2020 MetLife Blue Cross | Legal | Privacy | Cookies | Accessibility | User's Responsibility'.

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:

If this address is incorrect [contact your Blue Cross plan office >](#)

Policy Number *

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.

Group Administrator Portal User Guide

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. Below the header, there's a breadcrumb trail: Home / 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, and Invoicing. The 'Invoicing' button is highlighted. Below this, it asks 'What's the best way to reach you?' with two buttons: Email and Phone number. The 'Email' button is highlighted. There's a section for address: 'We will follow up with you at:' followed by a text input field and a link: 'If this address is incorrect contact your Blue Cross plan office>'. Below this is a form for 'Describe your inquiry' with fields for 'Policy number' (with a dropdown menu), 'Member name or ID', and a large text area for 'What can we help you with?'. A 'Submit' button is at the bottom of the form. At the very bottom, there's a link: 'Back to Support Options'.

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:

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.

Group Administrator Portal User Guide

BLUE CROSS

Action logMembersReports & billingDocumentsContact 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:

If this address is incorrect contact your Blue Cross plan office >

Policy number

Describe your inquiry

Submit

[Back to Support Options](#)

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Action logMembersReports & billingDocumentsContact us

Home / Contact us / Phone support

Contact Us

Province of Quebec

1-800-456-6595

Monday - Friday
8:30 - 5:00 pm EDT

Elsewhere in Canada

1-888-564-2155

Monday - Friday
8:30 - 5:00 pm ADT

[Back to Support Options](#)

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