Group Administrator Portal

User Guide

Version 21
July 2026

MEDAVIE BLUE CROSS™

Table of Contents

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.

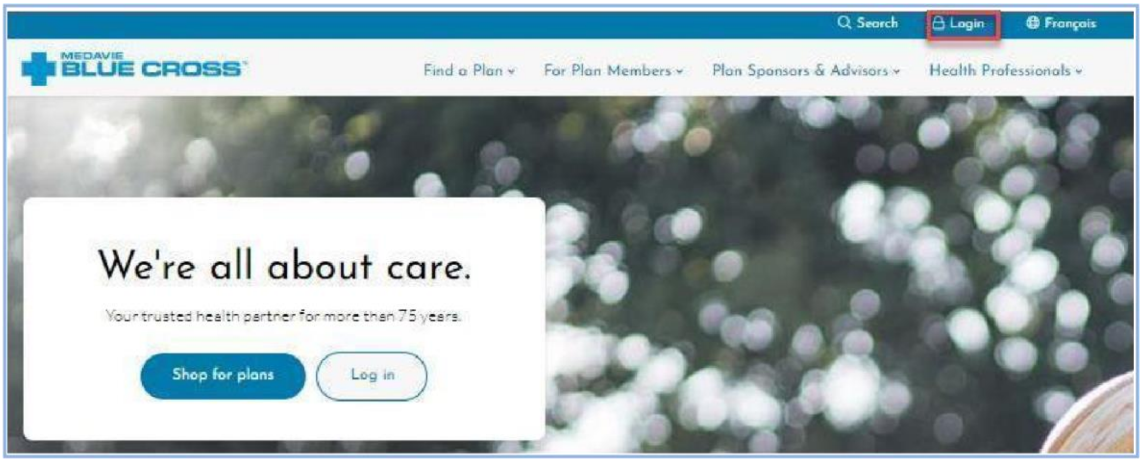
The following guide outlines these changes, and notes applications that will be updated in the very near future. The guide will be revised to reflect these additional enhancements as they become available.

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

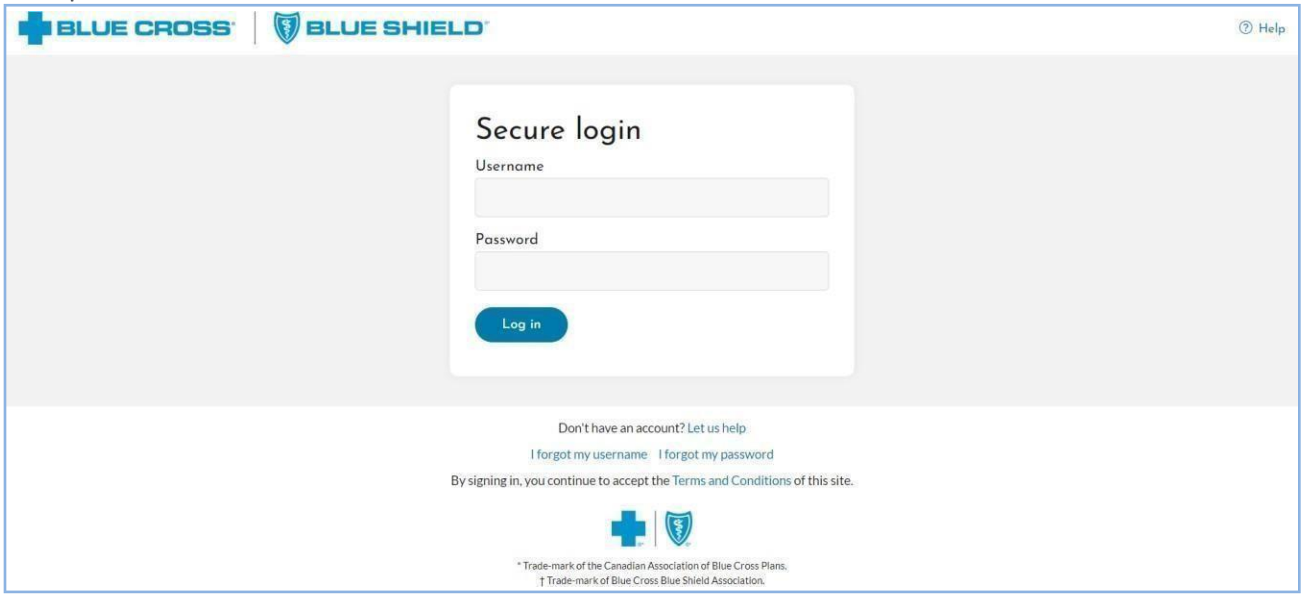
- Go to the corporate website https://www.medaviebc.ca/
- Click on **Login** on the top right, Expand **Group Administrator**, click **Log In**



- Enter your User ID and temporary Password.
  - If you already have a User ID, it has not changed.
  - If you are a new Group Administrator, your User ID was sent to you in a separate email from donotreply@medavie.bluecross.ca
  - Your temporary password was sent to you in an email from donotreply@medavie.bluecross.ca
  - Click **Login.**
  - Change your password.
  - Click **Submit.**
  - 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.


BLUE CROSS
BLUE SHIELD
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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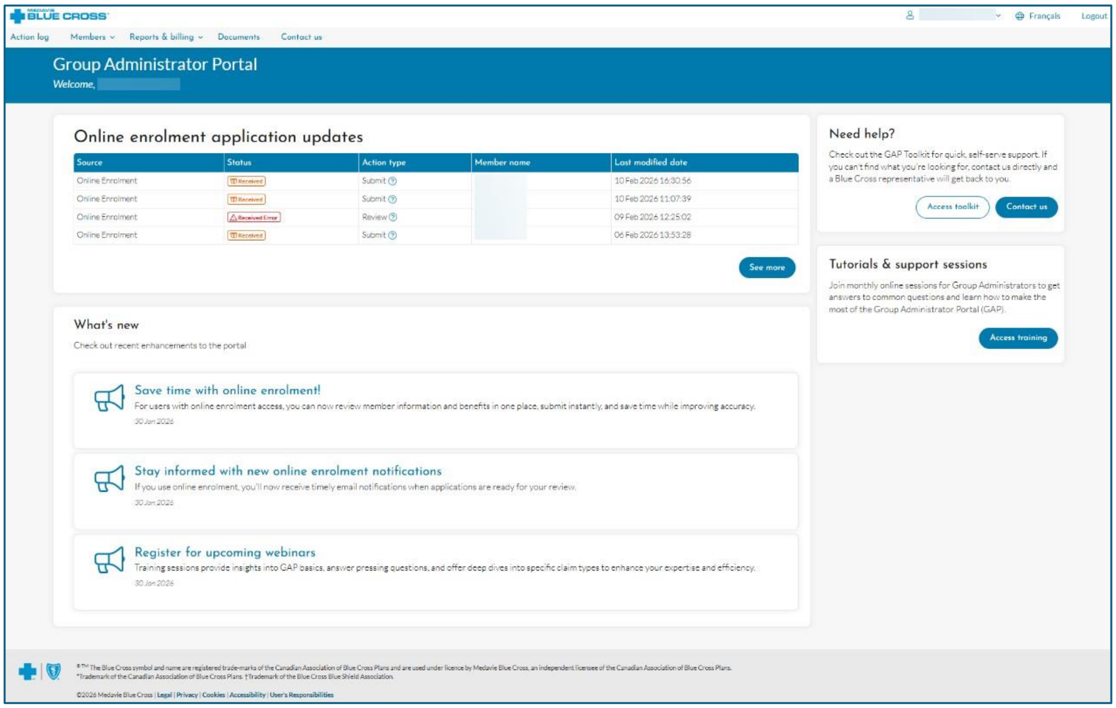
† Trade-mark of Blue Cross Blue Shield Association.

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.

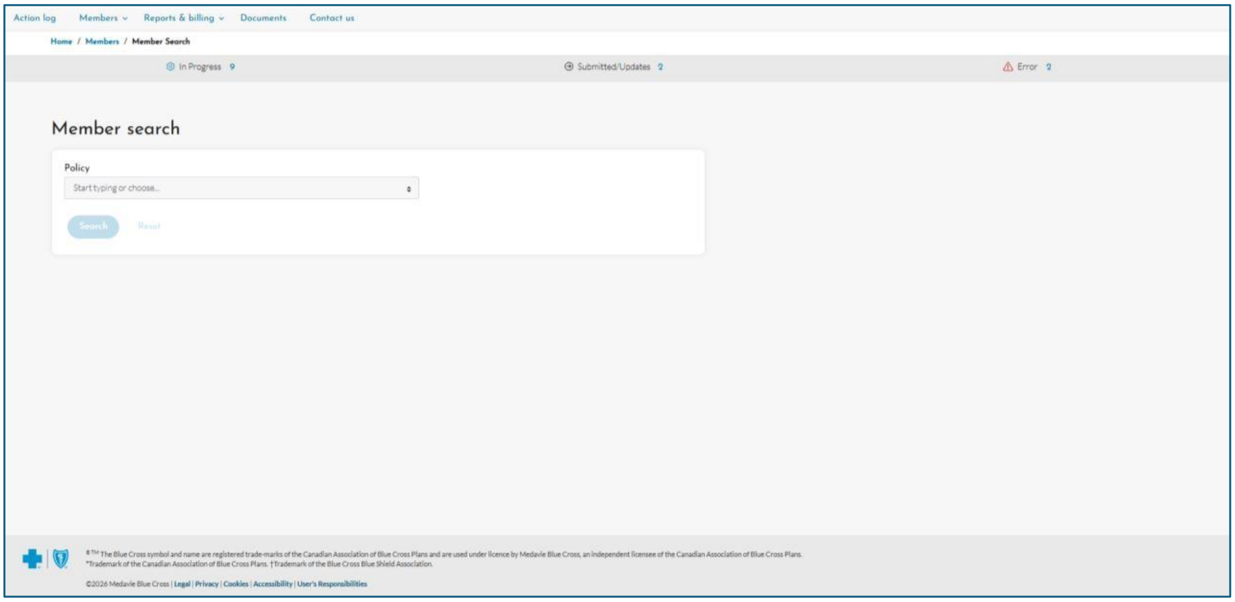
If you require any of these changes to be made, please send a completed form and email to Administration@Medavie.ca.

Enrolment

Finding an employee who already has benefits

To find an employee with benefits:

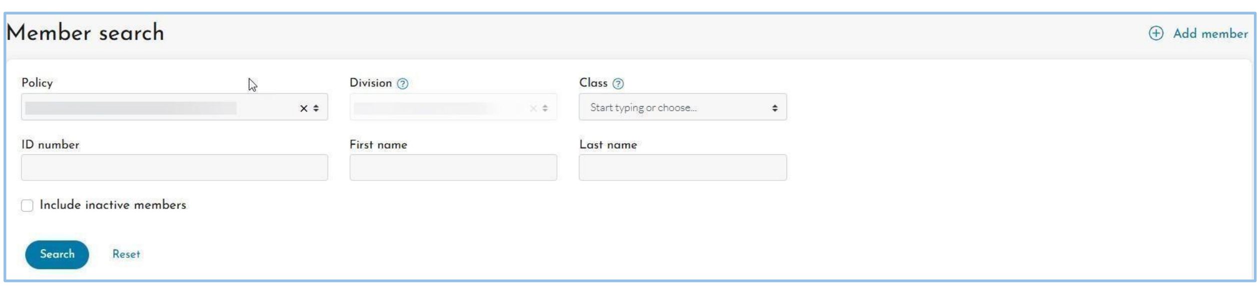
- Under **Members**, choose **Member Search**.
- From the **Member Search** screen, input the Policy Number.



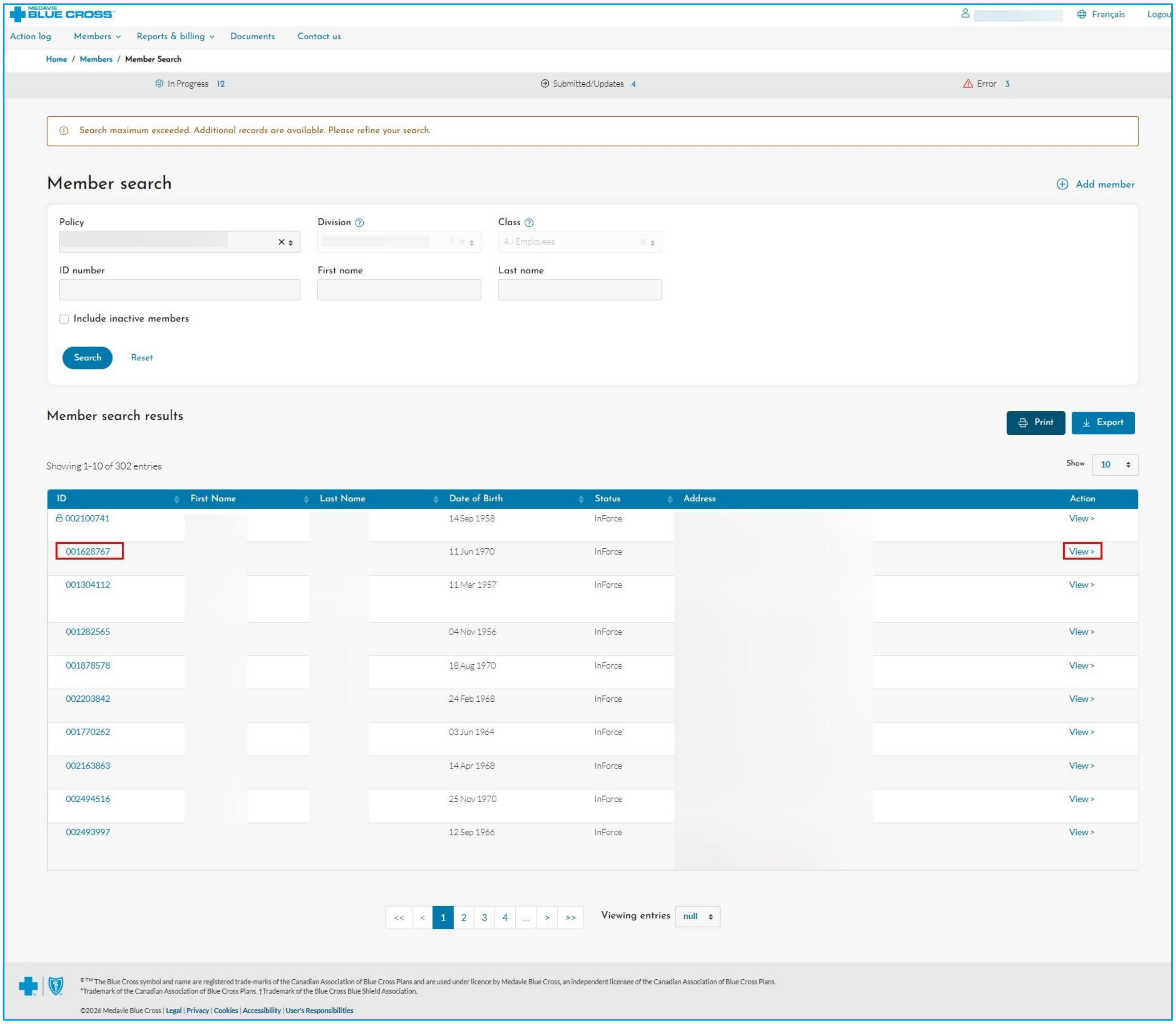
- You can then search for an employee by **First Name**, **Last Name** or **ID number**.

- 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.


MEDAVIE BLUE CROSS
Français
Logout
Action log
Members
Reports & billing
Documents
Contact us
Home / Members / Member Search
In Progress 12
Submitted/Updates 4
Error 3
Search maximum exceeded. Additional records are available. Please refine your search.
Member search
Add member
Policy
Division
Class
A / Employees
ID number
First name
Last name
Include inactive members
Search
Reset
Member search results
Print
Export
Showing 1-10 of 302 entries
Show 10
ID
First Name
Last Name
Date of Birth
Status
Address
Action
002100741 14 Sep 1958 InForce View >
001628767 11 Jun 1970 InForce View >
001304112 11 Mar 1957 InForce View >
001282565 04 Nov 1956 InForce View >
001878578 18 Aug 1970 InForce View >
002203842 24 Feb 1968 InForce View >
001770262 03 Jun 1964 InForce View >
002163863 14 Apr 1968 InForce View >
002494516 25 Nov 1970 InForce View >
002493997 12 Sep 1966 InForce View >
<< < 1 2 3 4 ... > >>
Viewing entries null
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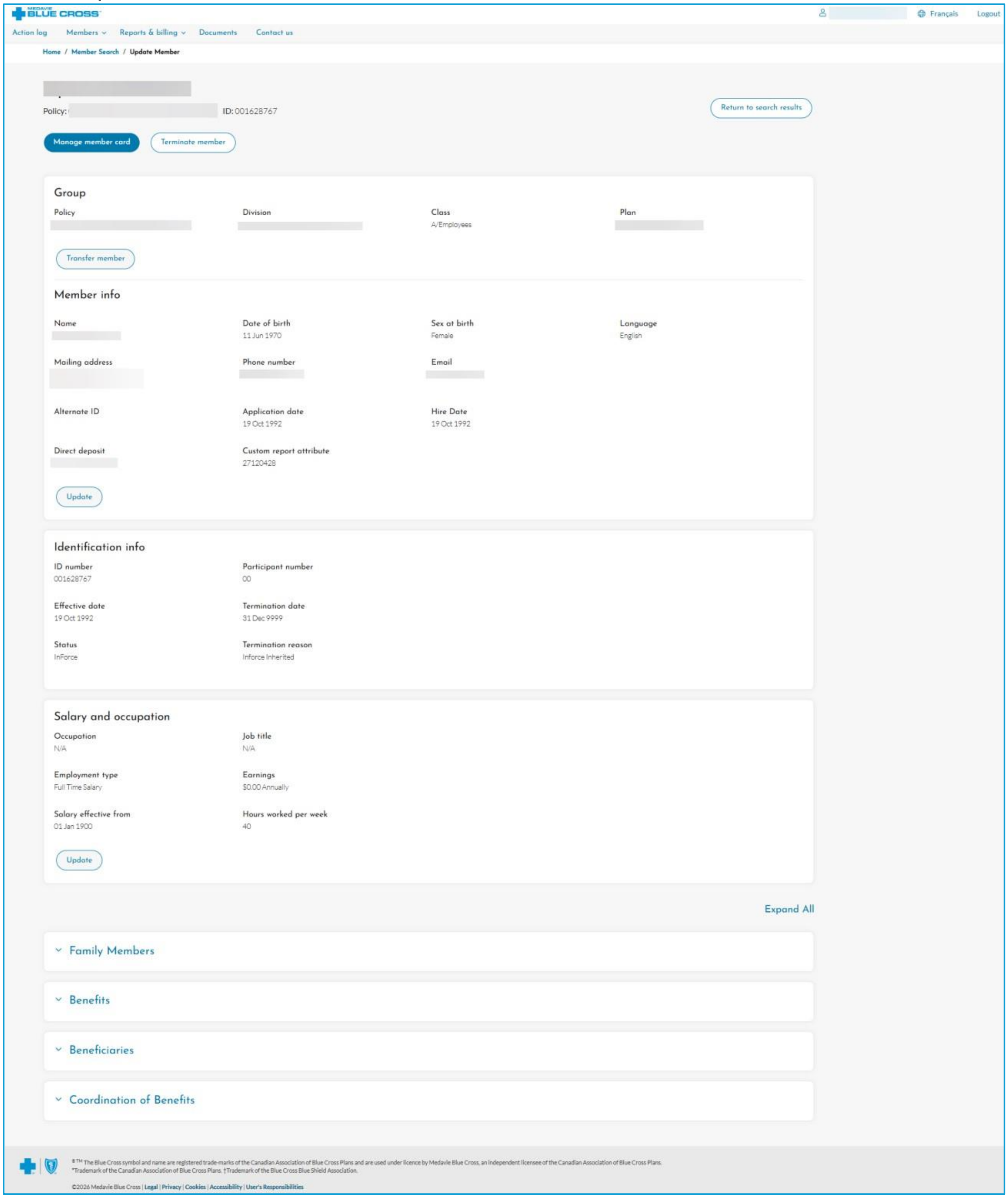
BLUE CROSS
Français
Logout
Action log
Members
Reports & billing
Documents
Contact us
Home / Member Search / Update Member
Policy:
ID: 001628767
Return to search results
Manage member card
Terminate member
Group
Policy
Division
Class
A/Employees
Plan
Transfer member
Member info
Name
Date of birth
11 Jun 1970
Sex at birth
Female
Language
English
Mailing address
Phone number
Email
Alternate ID
Application date
19 Oct 1992
Hire Date
19 Oct 1992
Direct deposit
Custom report attribute
27120428
Update
Identification info
ID number
001628767
Participant number
00
Effective date
19 Oct 1992
Termination date
31 Dec 9999
Status
InForce
Termination reason
Inforce Inherited
Salary and occupation
Occupation
N/A
Job title
N/A
Employment type
Full Time Salary
Earnings
$0.00 Annually
Salary effective from
01 Jan 1900
Hours worked per week
40
Update
Expand All
Family Members
Benefits
Beneficiaries
Coordination of Benefits
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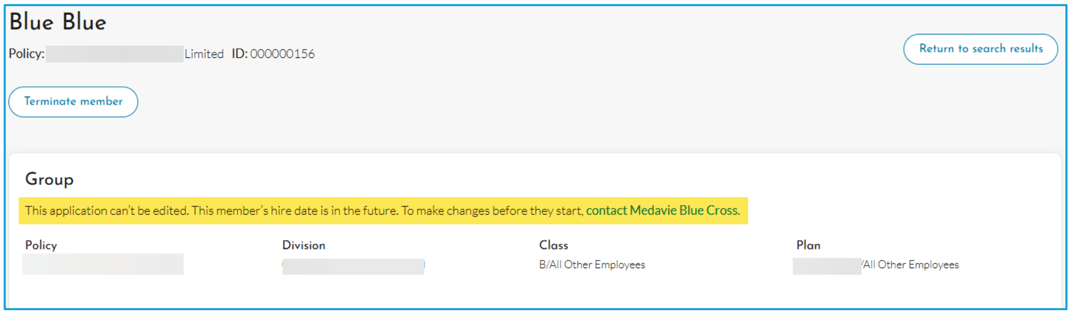
***NEW**: If the certificate was added with a future hire date, the user will see following message:



· 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.

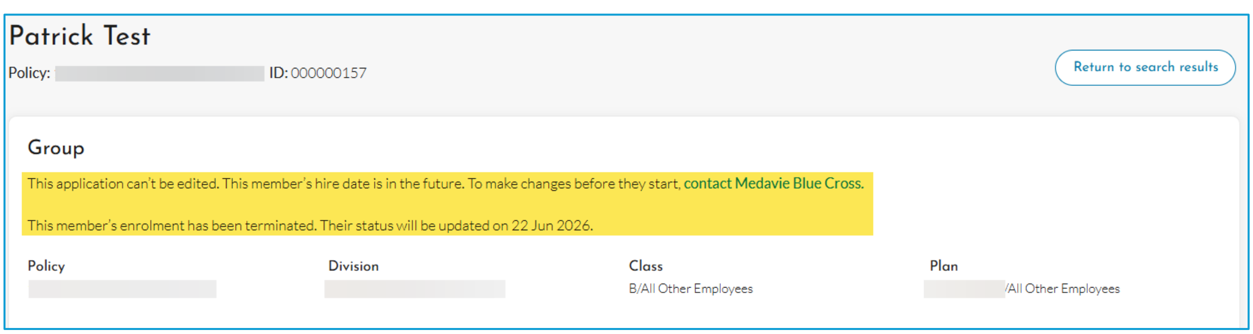
· The **Terminate Member** button allows the termination of the member's coverage.

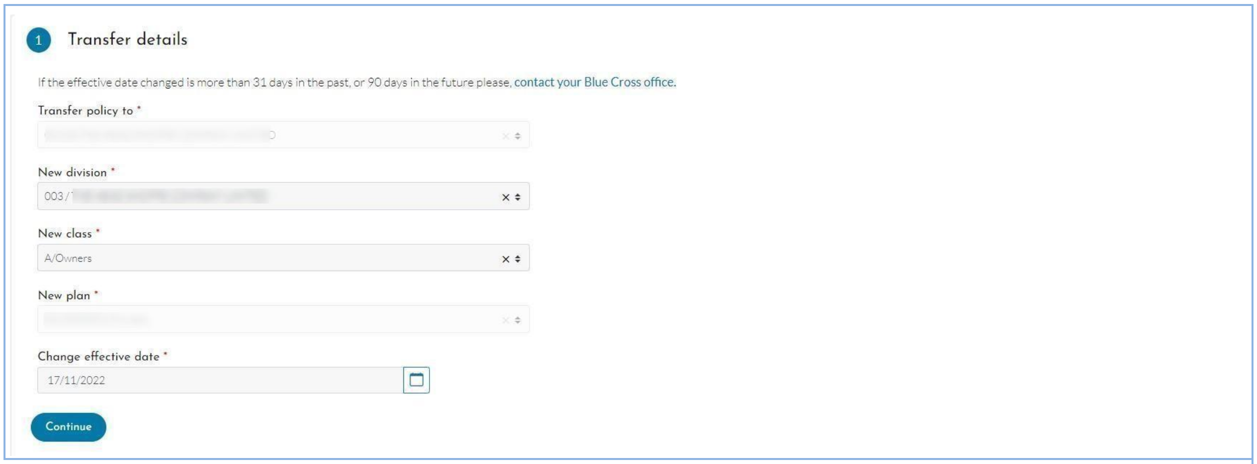
· The **Reinstatement** button allows the reinstatement of an employee's coverage from a temporary loss of work within the last 6 months, or 12 months if he/she had health and dental coverage only.

· 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.

· The **Action log** will now display the **Change effective date** of the transaction.

· If the member is future-dated and terminated prior to their future hire date, you will see the following message:





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.

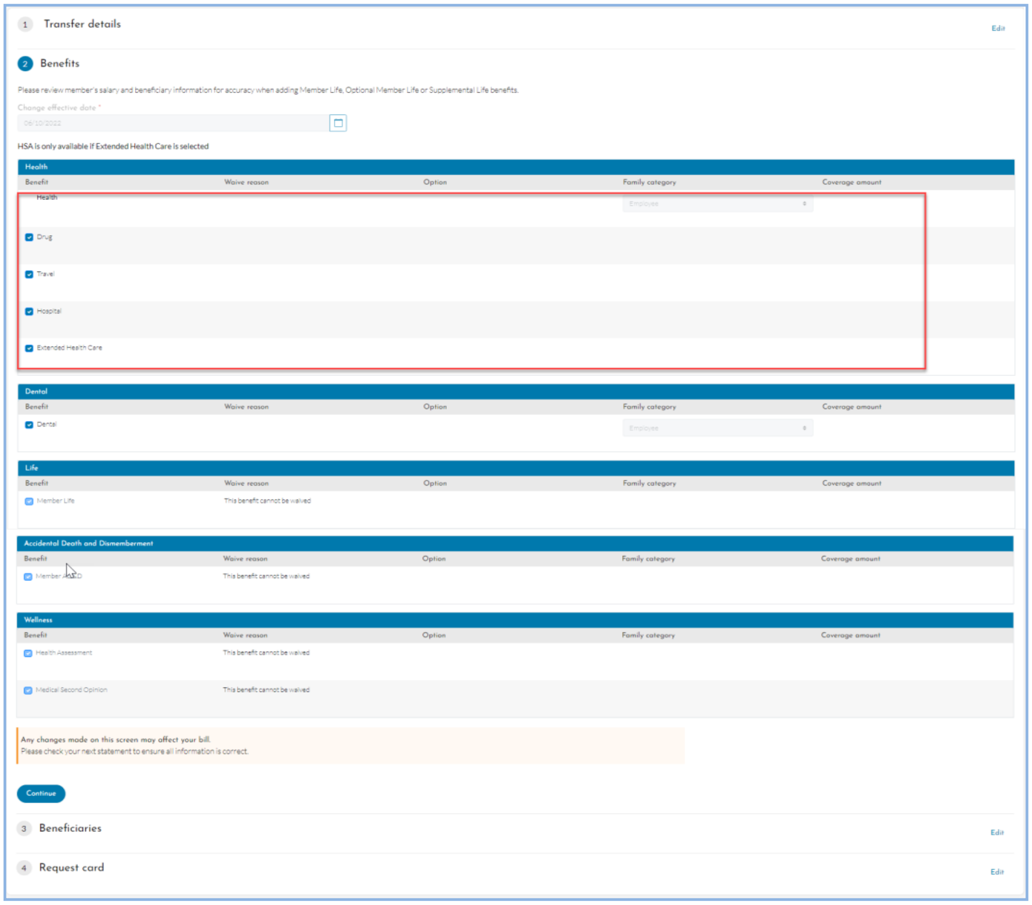
Note that if the effective date of the change is in the future, you can request a new card however, you will need to add the effective date of the change in the card request.

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

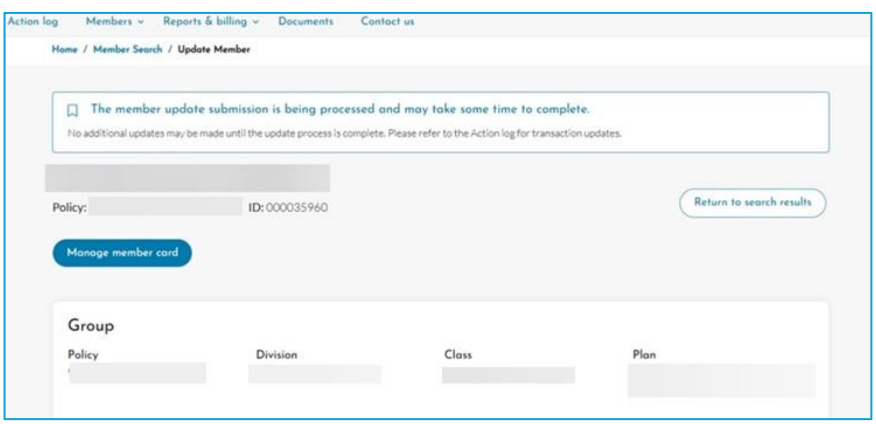
·The employee's current choices will display and can be clicked on and changed as needed.

· After updating benefits, you will be automatically navigated to the Beneficiaries page.

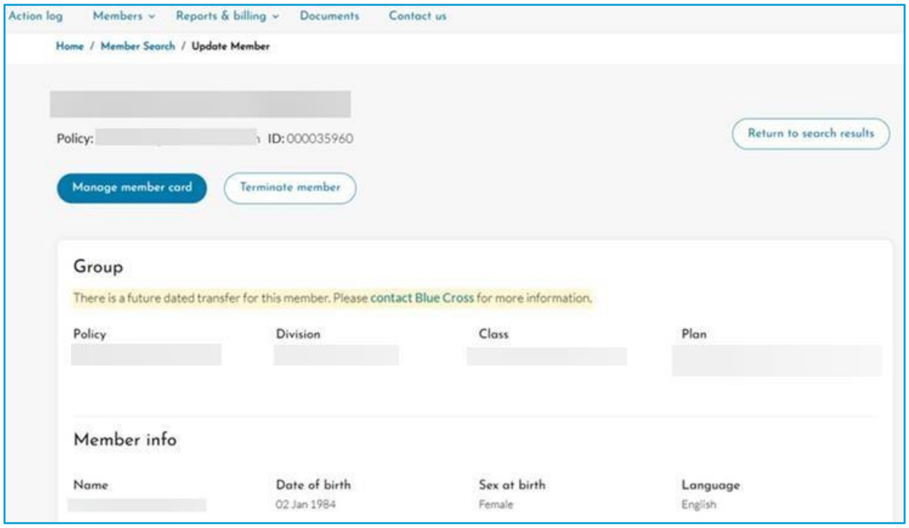
Notice that all 4 health benefits should always be all checked or unchecked together.



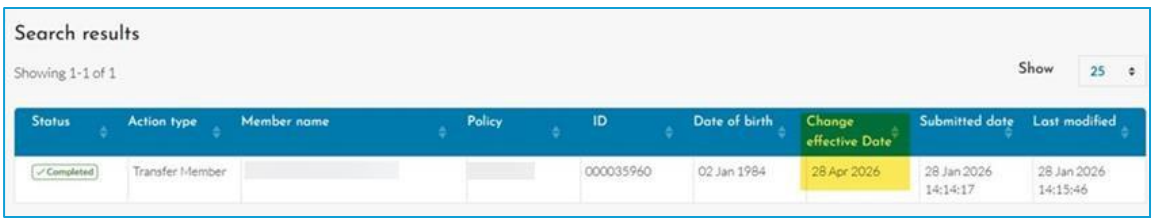
Once you complete the remaining screens and click **Transfer Member**, you will receive a confirmation indicating that the transaction has been submitted and is being processed.



If the transfer is future-dated, the certificate will display the following message once the transaction has been successfully processed:

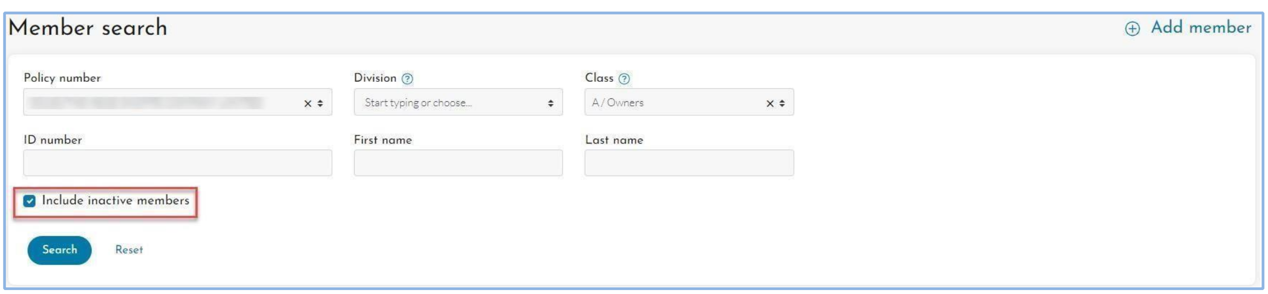


The Action Log will also display the Change Effective Date of the transaction:



Reinstating an Employee

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



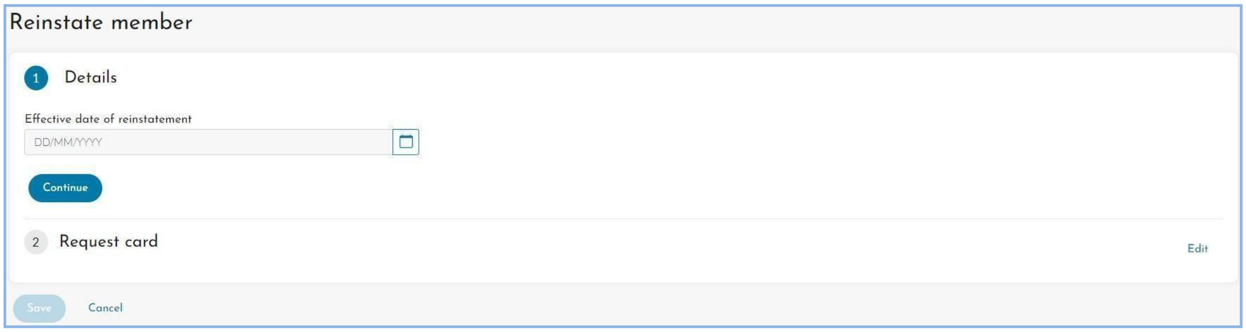
After having selected the employee to reinstate, click on **Reinstate Member**.

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.

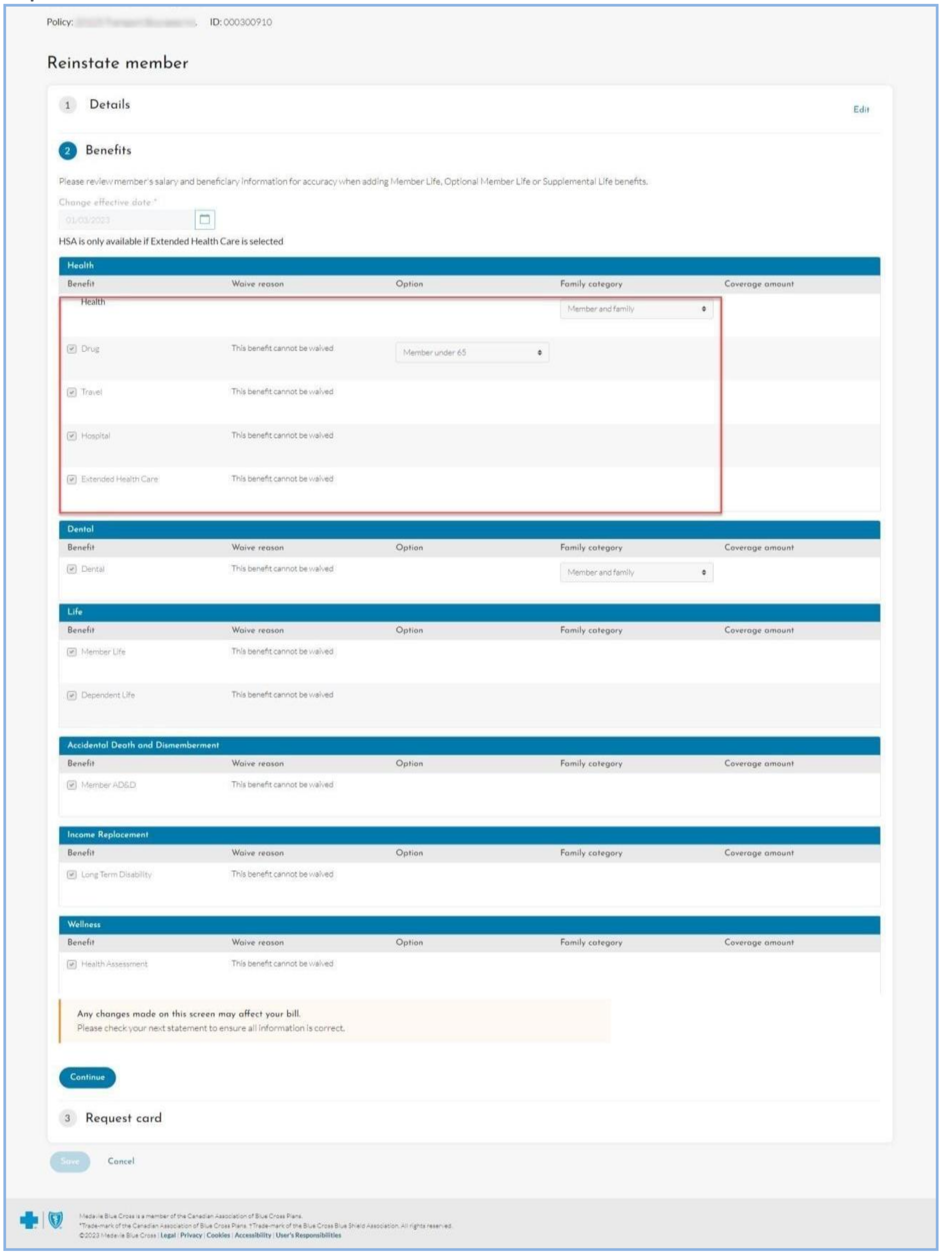
A new enrollment should be made if the intent is not to carry forward this HSA.

You will be prompted to choose the Reinstatement Effective Date.



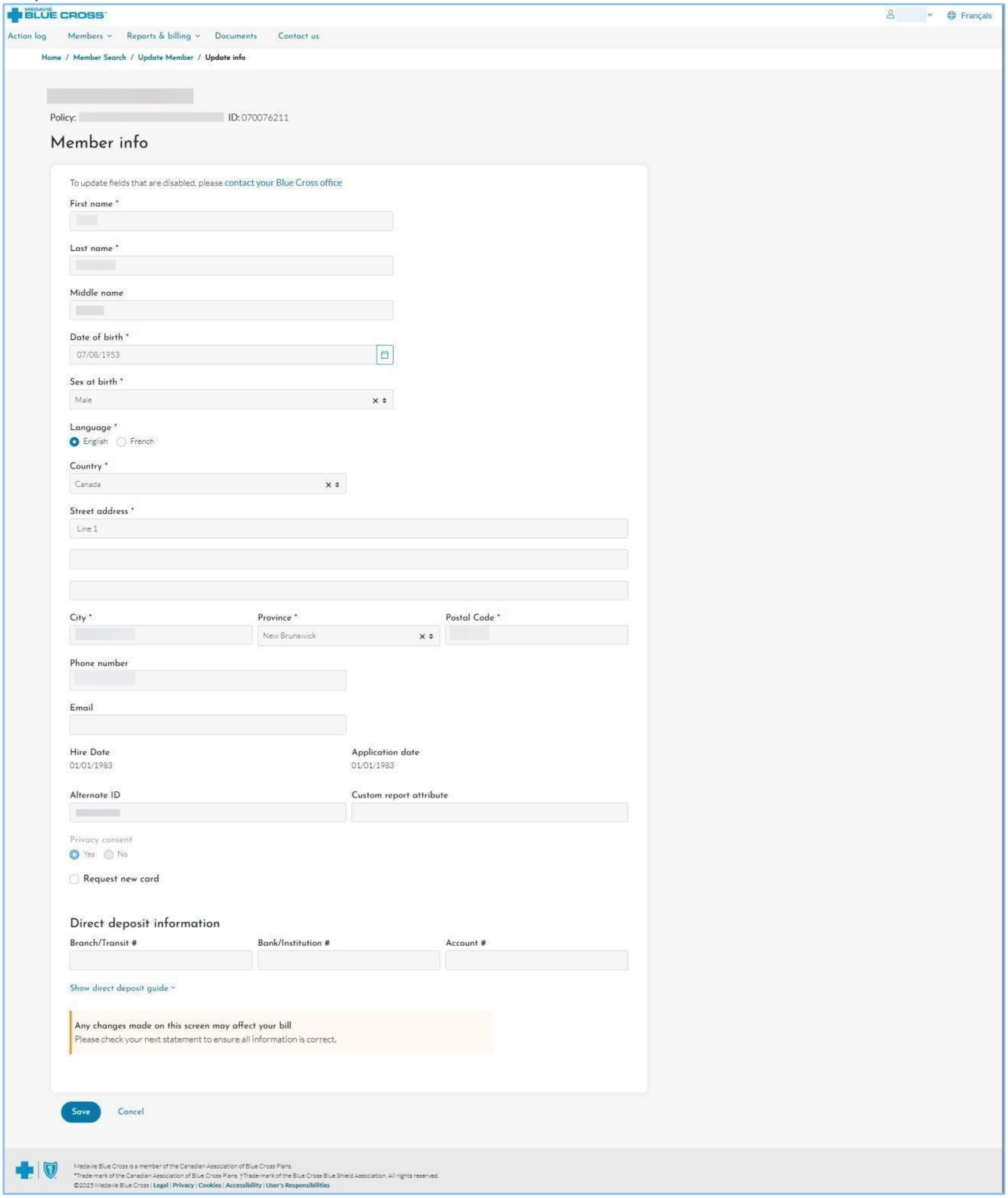
The employee's previous choices will display and can be selected and changed as needed. After updating benefits, it will navigate to the Request Card page automatically.

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



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.



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.

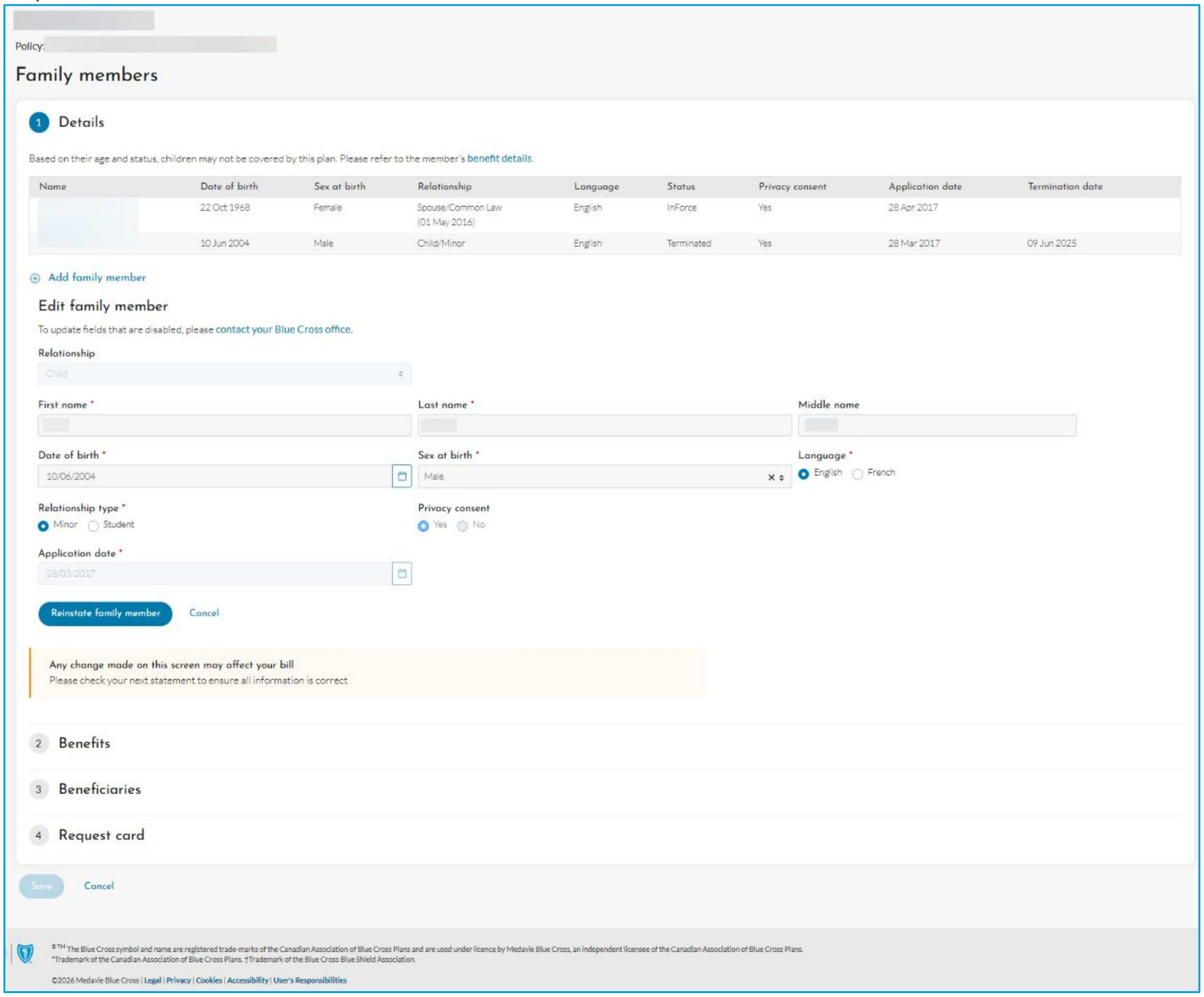
To add a dependent, click **Add Family member**. Disabled dependents cannot be added through the portal.

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.



Policy:

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
	22 Oct 1968	Female	Spouse/Common Law (01 May 2016)	English	InForce	Yes	28 Apr 2017	
	10 Jun 2004	Male	Child/Minor	English	Terminated	Yes	28 Mar 2017	09 Jun 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 *

10/06/2004

Sex at birth *

Male

Language *

English French

Relationship type *

Minor Student

Privacy consent

Yes No

Application date *

28/03/2017

Reinstate family member

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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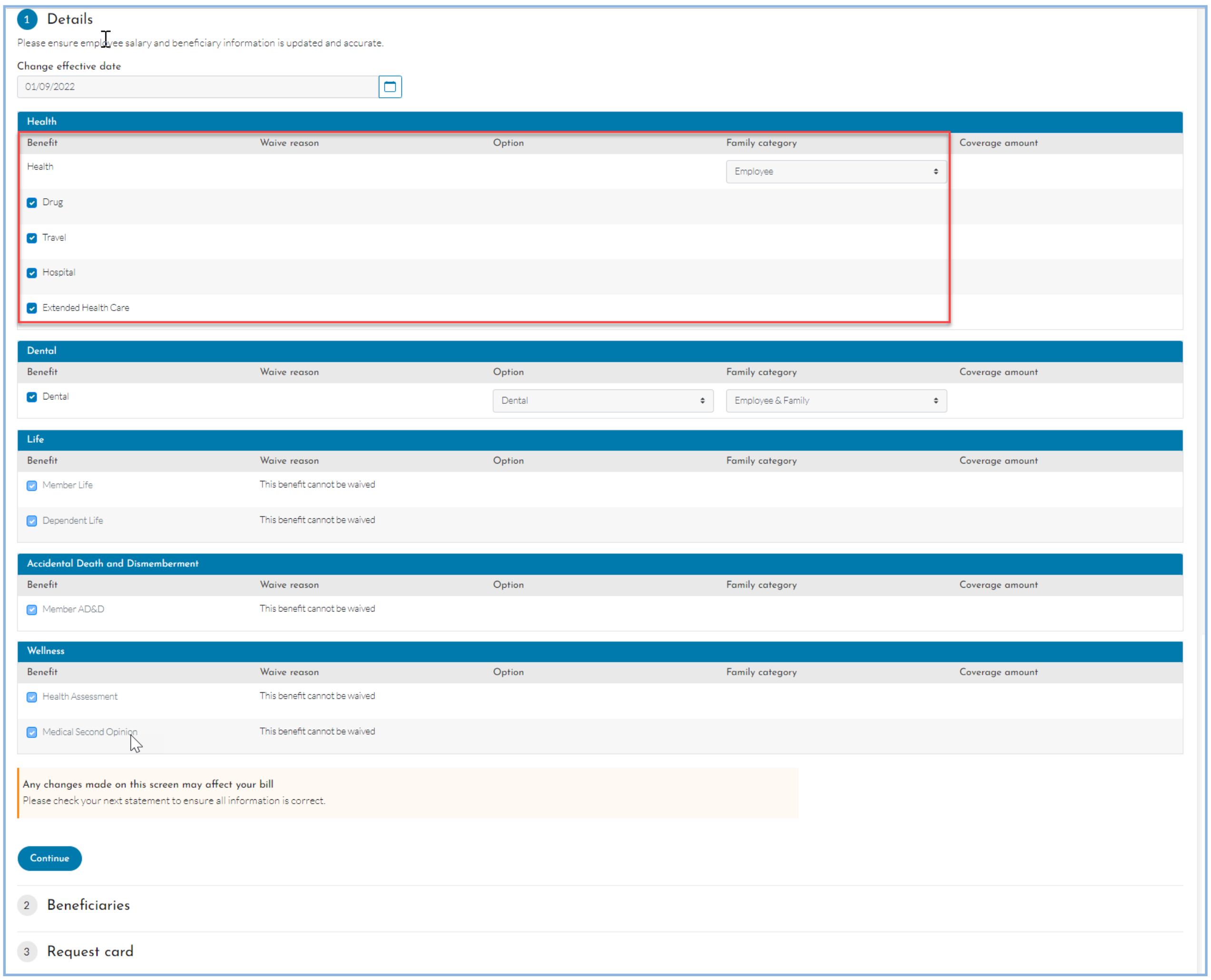
Benefit Changes

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.



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.

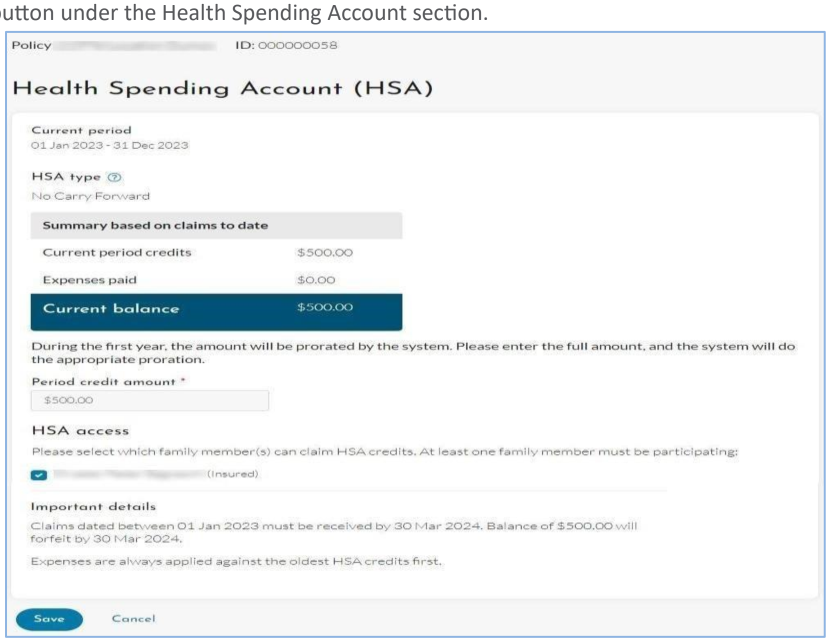
· The employee's **Current Balance** will display.

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

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

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.



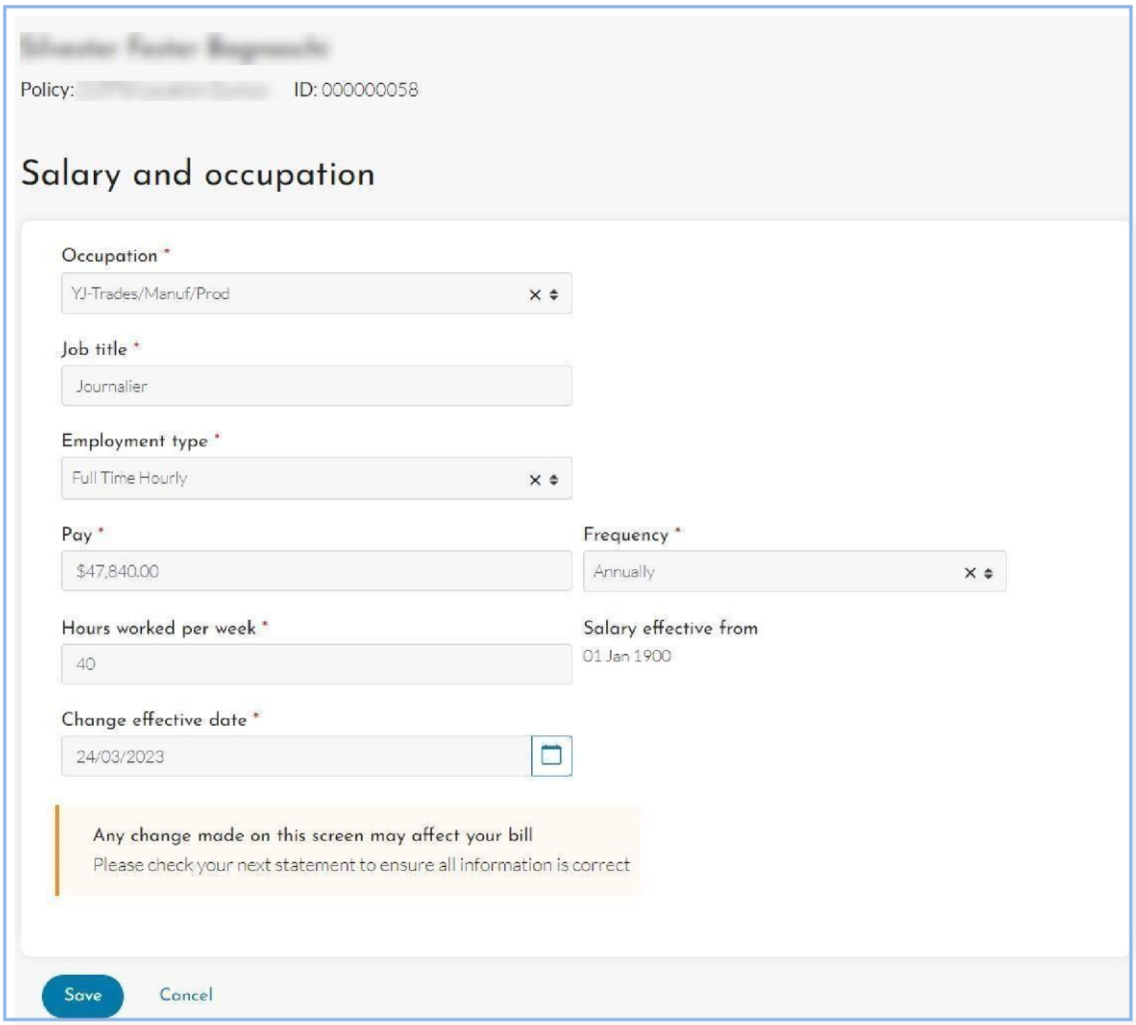
Salary and Occupation Changes

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).



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 Remove** 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:

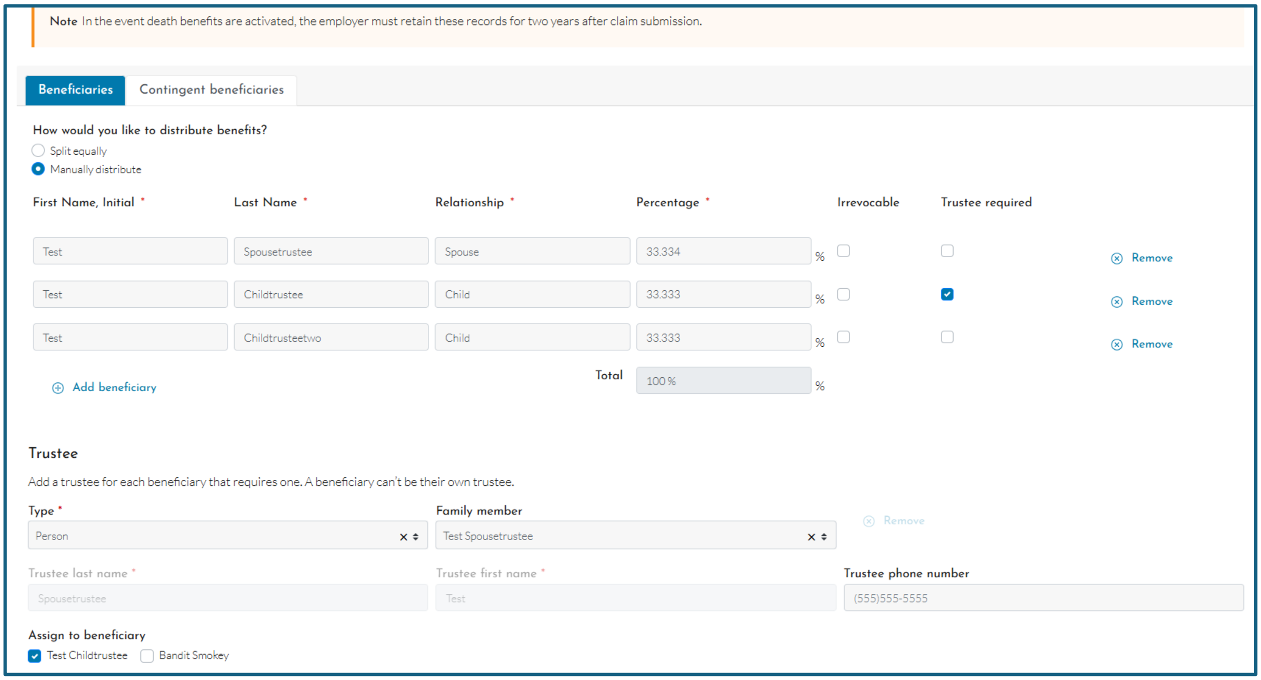
· Changing an **irrevocable beneficiary** requires the written consent of said irrevocable beneficiary(ies).

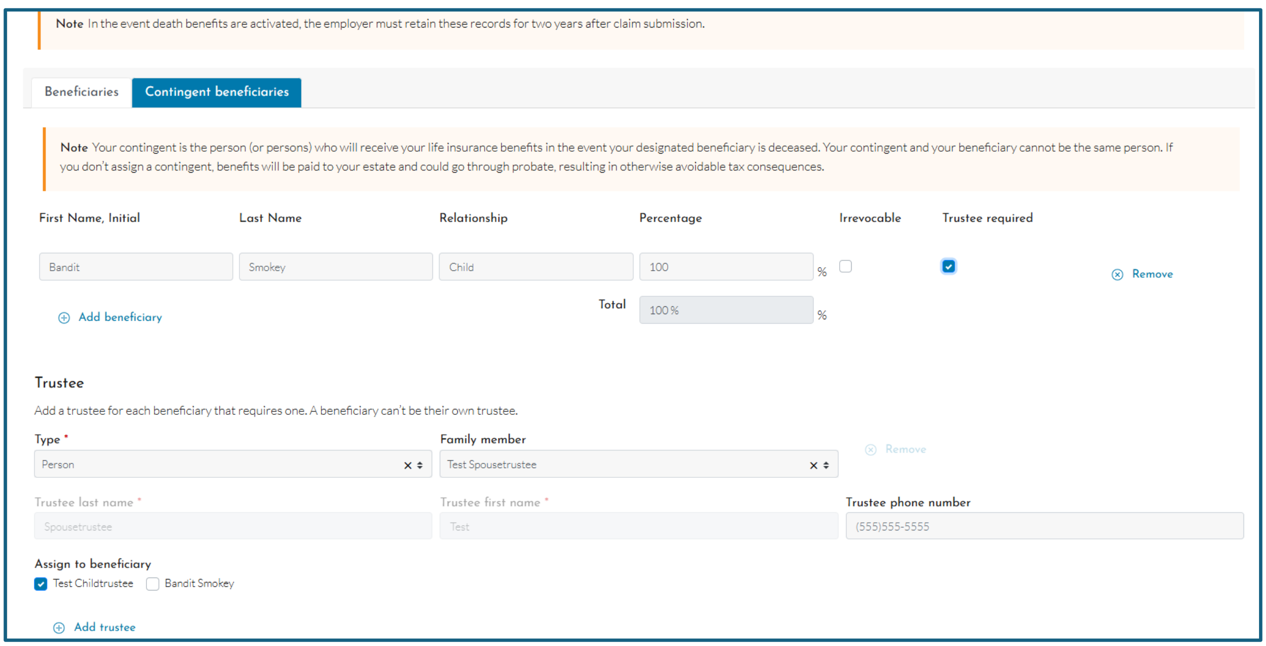
· After having the employee complete a Change Beneficiary form (available at www.medaviebc.ca/), please submit the completed form to Medavie Blue Cross.

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

New:

- Introducing 'Trustee Required' checkbox
- A trustee and beneficiary can now be the same individual
- A single trustee may be assigned to multiple beneficiaries and contingent beneficiaries
- Each beneficiary can have a different trustee; trustees are not required to be the same across beneficiaries.
- When the Trustee checkbox is selected and Type is set to 'Person', the GA can select a Family Member from the existing family member drop-down list or enter a different name in the fields provided
- The Assign to Beneficiary section will display the selected individuals who require a trustee assignment


Note In the event death benefits are activated, the employer must retain these records for two years after claim submission.
Beneficiaries
Contingent beneficiaries
How would you like to distribute benefits?
Split equally
Manually distribute
First Name, Initial *
Last Name *
Relationship *
Percentage *
Irrevocable
Trustee required
Test
Spousetrustee
Spouse
33.334
%
Remove
Test
Childtrustee
Child
33.333
%
Remove
Test
Childtrusteetwo
Child
33.333
%
Remove
Add beneficiary
Total
100 %
%
Trustee
Add a trustee for each beneficiary that requires one. A beneficiary can't be their own trustee.
Type *
Person
Family member
Test Spousetrustee
Remove
Trustee last name *
Spousetrustee
Trustee first name *
Test
Trustee phone number
(555)555-5555
Assign to beneficiary
Test Childtrustee
Bandit Smokey


Note In the event death benefits are activated, the employer must retain these records for two years after claim submission.
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
Trustee required
Bandit
Smokey
Child
100
%
Remove
Add beneficiary
Total
100 %
%
Trustee
Add a trustee for each beneficiary that requires one. A beneficiary can't be their own trustee.
Type *
Person
Family member
Test Spousetrustee
Remove
Trustee last name *
Spousetrustee
Trustee first name *
Test
Trustee phone number
(555)555-5555
Assign to beneficiary
Test Childtrustee
Bandit Smokey
Add trustee

Coordination of Benefits Changes

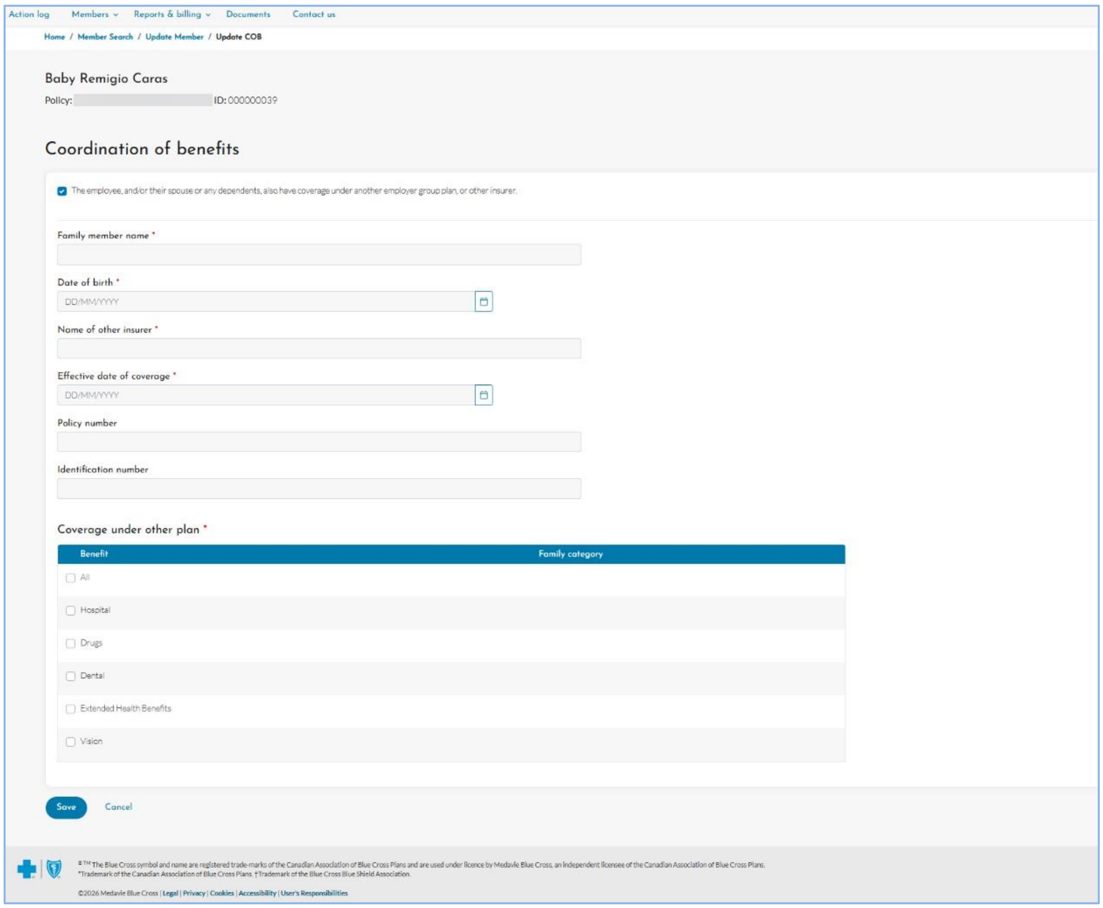
To change the data relative to other coverage of the employee or other family member, click on the **Update** button in the **Coordination of Benefits** section. The **Update Member** screen will open.

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**.



Adding an Employee

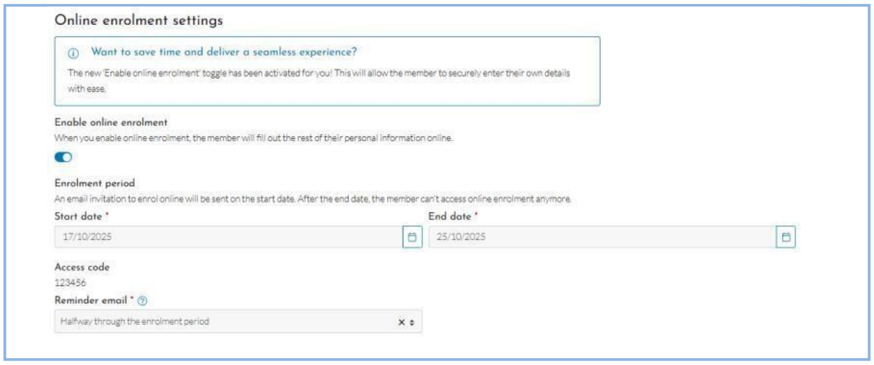
<u>To add a new employee:</u>

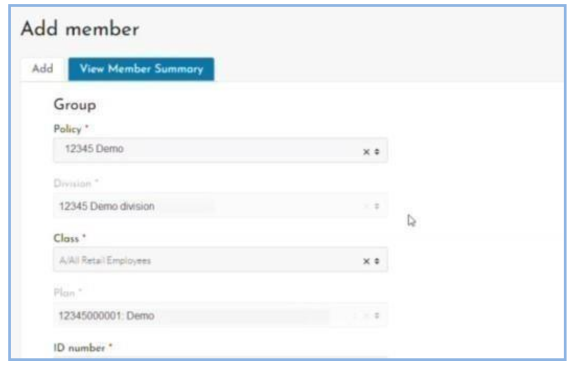
- Under **Members**, choose **Add Member**. The **Add Member** screen will open.
- Any employees whose new enrolments have been started, but not completed, can be found in the **Action Log** section.
- Fill in the form by choosing the **Policy**, **Division**, **Class** and **Plan** that the employee should be in.

Option 1: Enhanced Online Enrolment Process

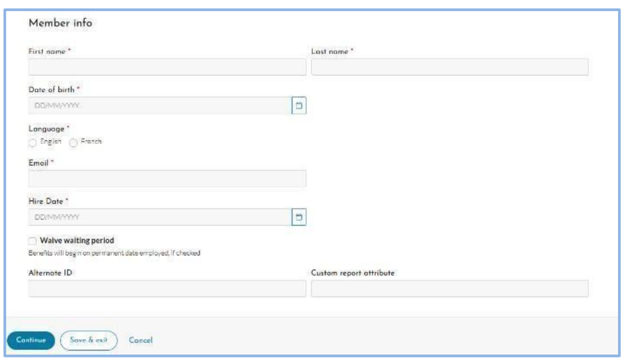
If the ‘**Online enrolment settings’** slider is turned on, you will be able to initiate enrolment before enabling the Member to complete their own information online. If the Online enrolment settings slider is turned ‘off', then you can perform the **Traditional Add Member Process (Option 2)** which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

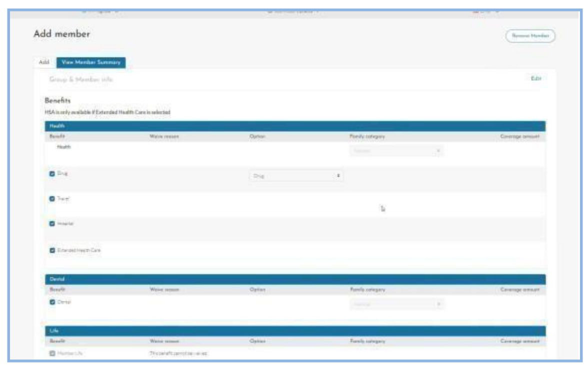
· A modified Member info section will be displayed with only the details needed for online enrollment including Name and date of birth, employment details (ID, status, salary, email, etc.) and applicable benefits. Once all applicable details are selected, the Employee will fill out the rest of the details,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



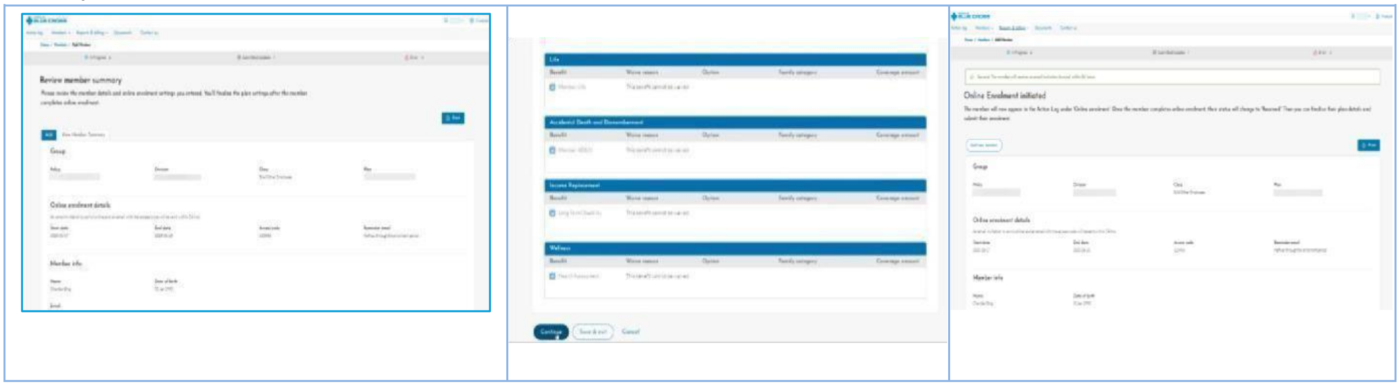


Note: If the policy has never used online enrolment, then the Access Code will be editable. We recommend creating an access code that is 5-6 characters long, using only letters and numbers. If there has ever been an online enrolment for the policy, the Access Code will be prepopulated with the previously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





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



· 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

· 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".

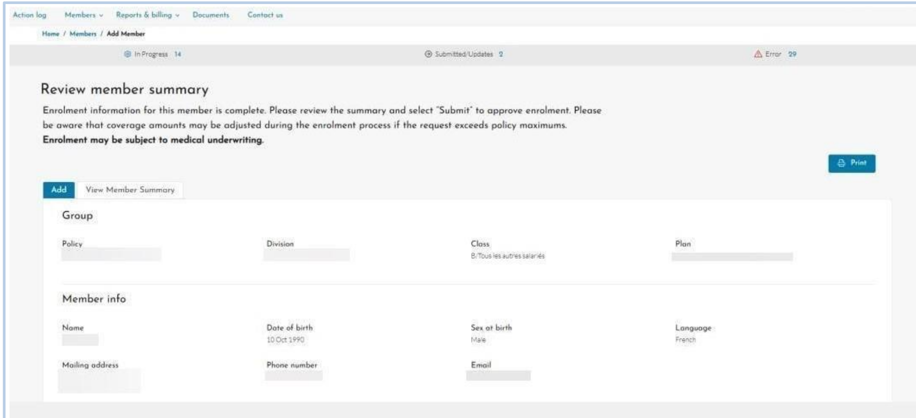
Showing 1-5 of 5

Show 25

Status	Policy	Member name	ID	Date of birth	Email	Enrol start date	Enrol end date	Submitted date	Last modified
Received	11738	Maroua 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.



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.

*__NEW__: The ability to add a member in the future is now available. Please note that the online enrolment start period must align with the **Hire date**. The Online Enrolment Start date calendar is open for future enrolment periods and **can be on or later** than the Hire date.

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.

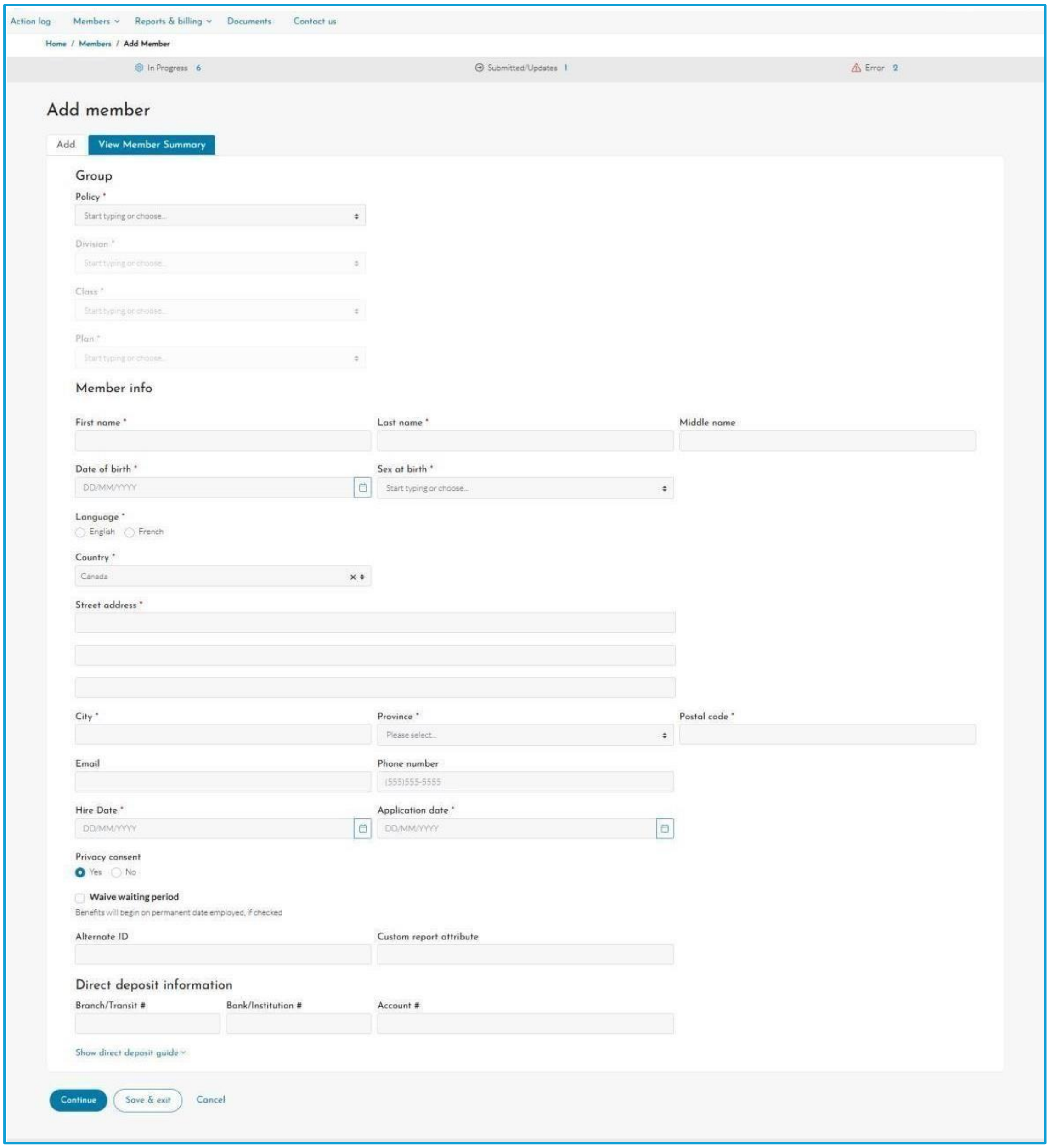
*__NEW__: Future-dated enrolments are now permitted up to 60 days in the future. Please note the following:

- The Application date will automatically default to the future hire date
- The user will not be able to update the certificate in GAP until the certificate reaches their hire date, apart from termination
- The status of the certificate will appear as Inforce in GAP
- If the certificate is terminated prior to the hire date, the status will only reflect the termination once it has reached the hire date

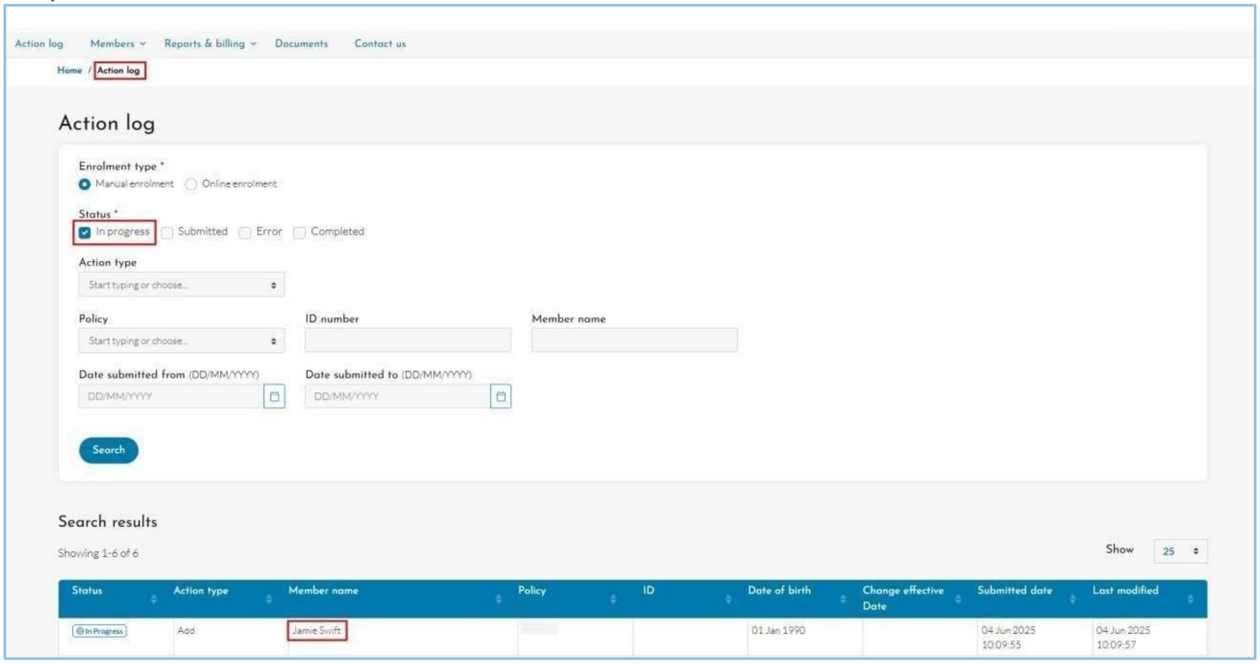
- When the above fields are complete:
  - Click **Save & Exit** to finish adding the member at a later time; or
  - Click **Continue** to continue adding the member.

- At this point, the information added will begin to accumulate in the **View Member Summary tab** at the top of the page.

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



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.



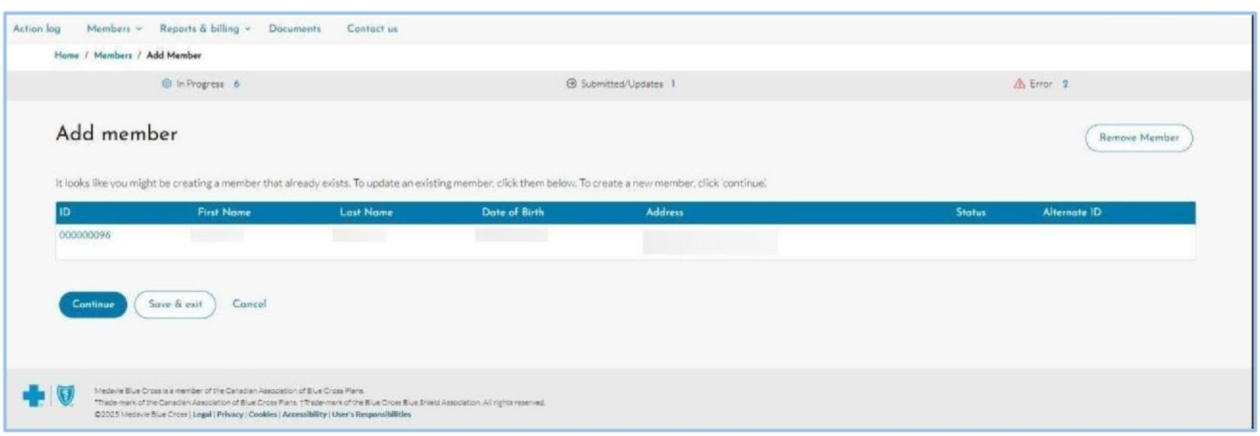
Note: If an existing employee has a similar name and birthday, that member's information will display along with the following message: "It looks like you might be creating a member that already exists."

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:

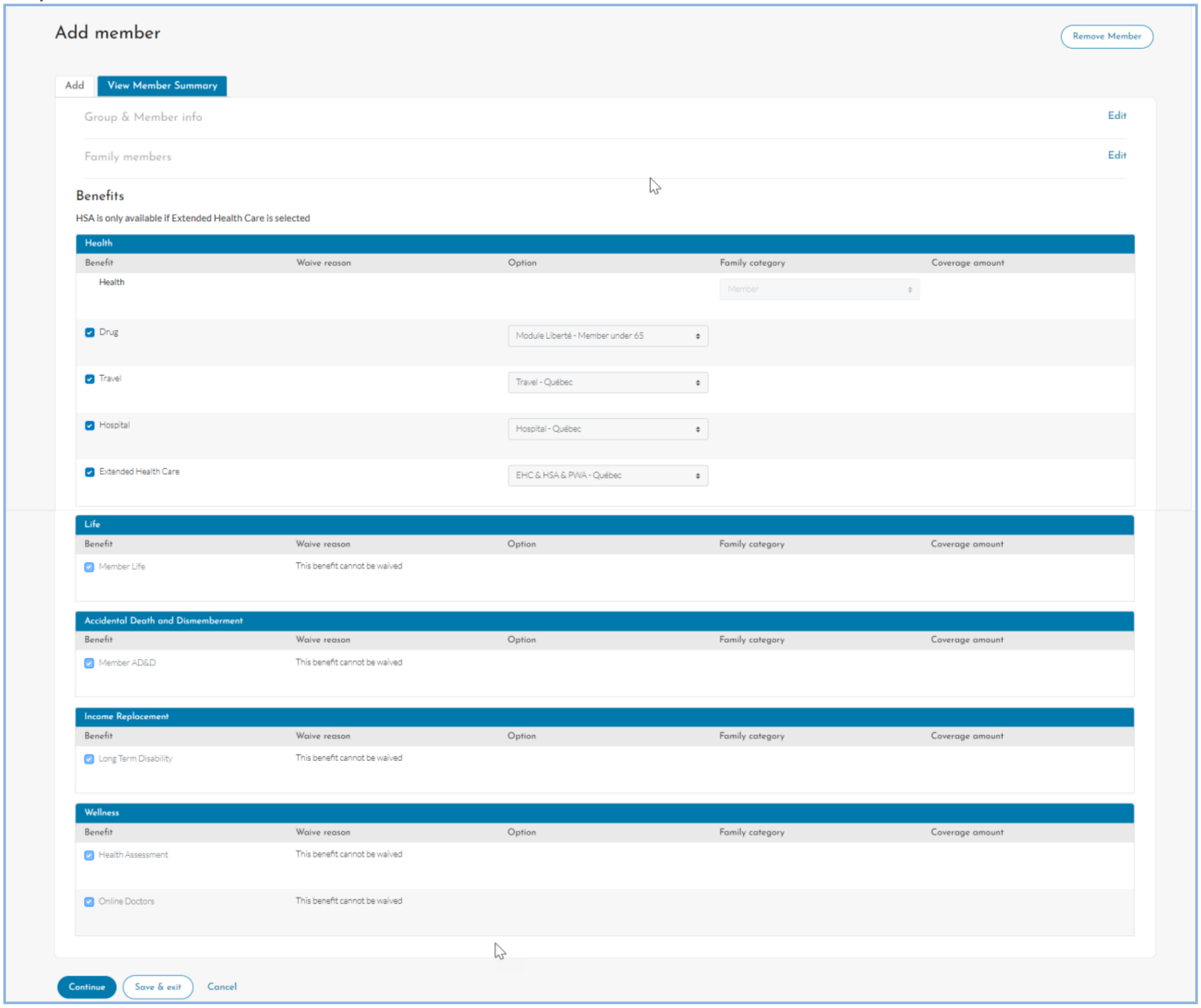
· Update the employee found by clicking their **ID**;

· Continue to add the new employee by clicking **Continue**; or

· Cancel adding the member by clicking **Cancel**



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.



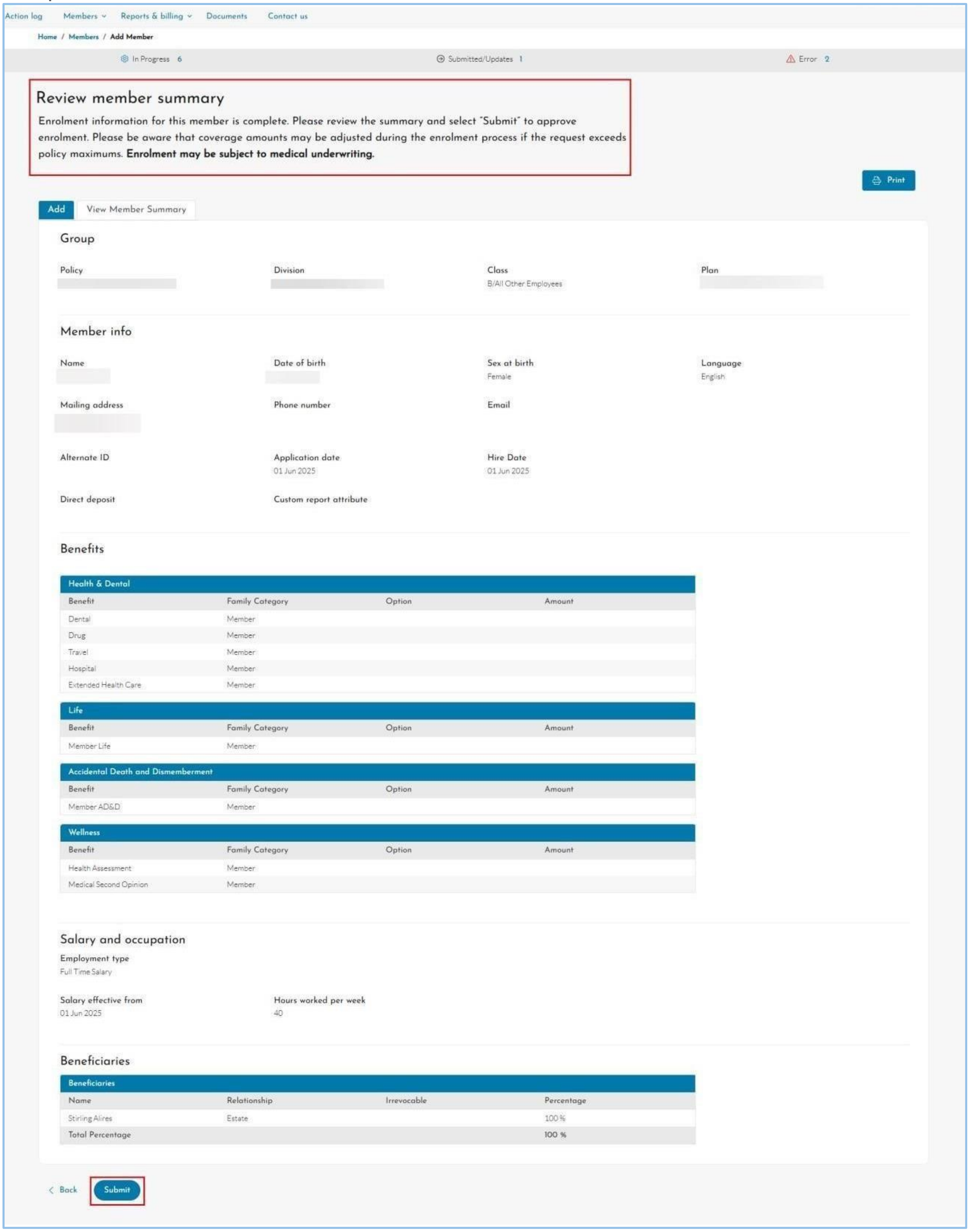
Clicking **Continue** will navigate to the screens to provide salary, employment, beneficiaries and Coordination of Benefits. The information can be found on the employee's enrolment form.

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:

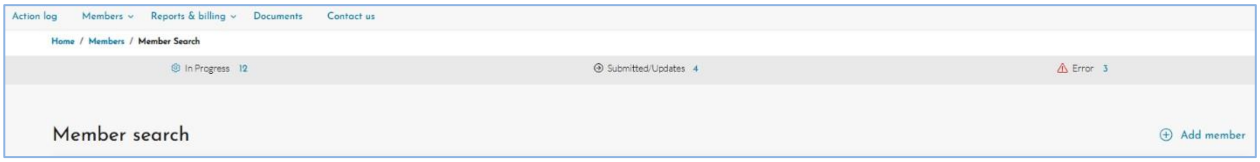
Once you are satisfied with your entries, **Click Submit**, and the employee's enrolment will be sent to Medavie Blue Cross. The entry under **In-Progress Enrolments** will change to **Submitted Enrolments/Updates**.


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
B/All Other Employees
Plan
Member info
Name
Date of birth
Sex at birth
Female
Language
English
Mailing address
Phone number
Email
Alternate ID
Application date
01 Jun 2025
Hire Date
01 Jun 2025
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 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
01 Jun 2025
Hours worked per week
40
Beneficiaries
Beneficiaries
Name
Relationship
Irrevocable
Percentage
Stirling Alires
Estate
100 %
Total Percentage
100 %
Back
Submit

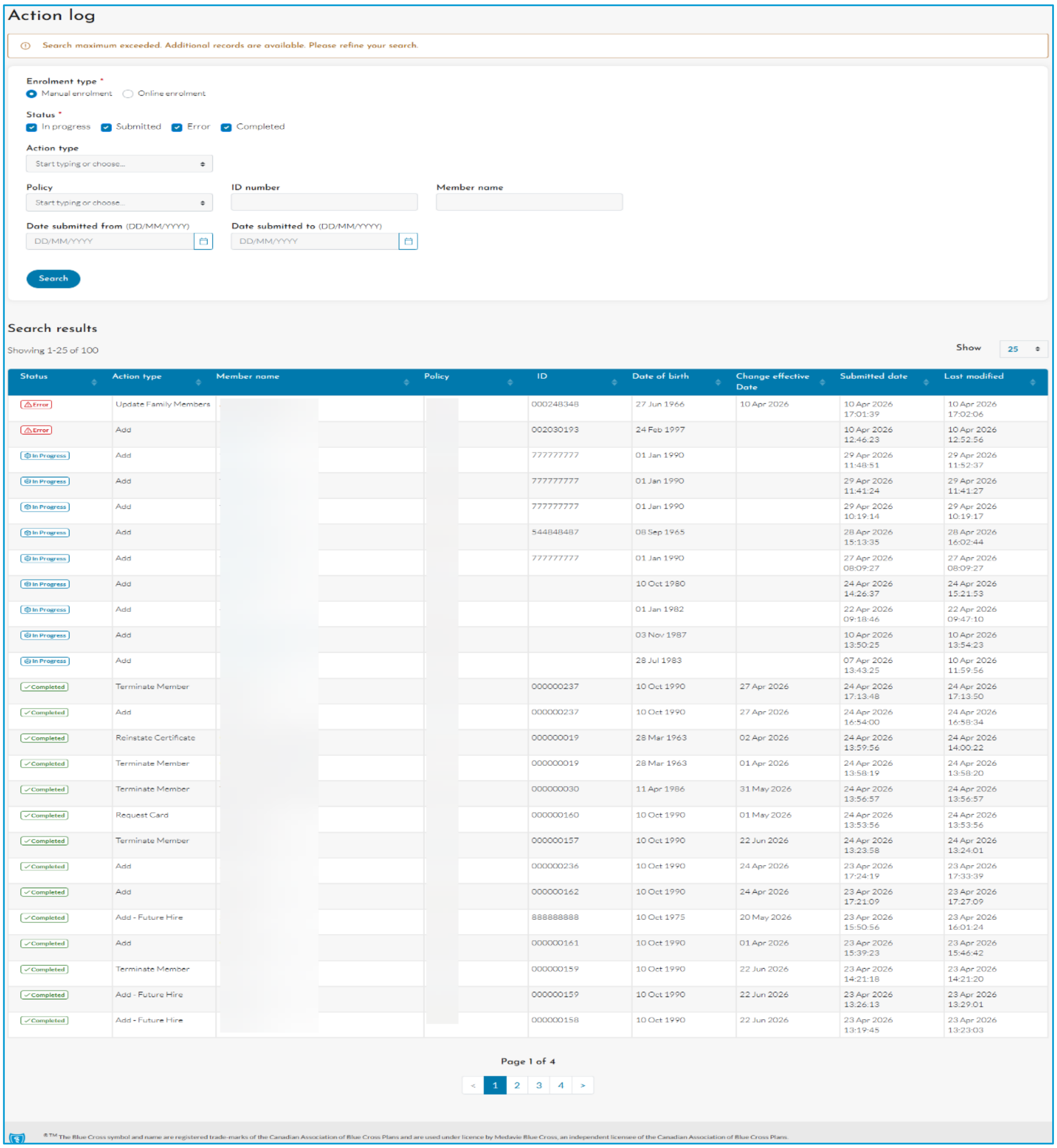
Action log

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 submenu item called **Action log**



Action log

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

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): DD/MM/YYYY | Date submitted to (DD/MM/YYYY): DD/MM/YYYY

Search

Search results

Showing 1-25 of 100 | Show 25

Status	Action type	Member name	Policy	ID	Date of birth	Change effective Date	Submitted date	Last modified
Error	Update Family Members			000248348	27 Jun 1966	10 Apr 2026	10 Apr 2026 17:01:39	10 Apr 2026 17:02:06
Error	Add			002030193	24 Feb 1997		10 Apr 2026 12:46:23	10 Apr 2026 12:52:56
In Progress	Add			777777777	01 Jan 1990		29 Apr 2026 11:48:51	29 Apr 2026 11:52:37
In Progress	Add			777777777	01 Jan 1990		29 Apr 2026 11:41:24	29 Apr 2026 11:41:27
In Progress	Add			777777777	01 Jan 1990		29 Apr 2026 10:19:14	29 Apr 2026 10:19:17
In Progress	Add			544848487	08 Sep 1965		28 Apr 2026 15:13:35	28 Apr 2026 16:02:44
In Progress	Add			777777777	01 Jan 1990		27 Apr 2026 08:09:27	27 Apr 2026 08:09:27
In Progress	Add				10 Oct 1980		24 Apr 2026 14:26:37	24 Apr 2026 15:21:53
In Progress	Add				01 Jan 1982		22 Apr 2026 09:18:46	22 Apr 2026 09:47:10
In Progress	Add				03 Nov 1987		10 Apr 2026 13:50:25	10 Apr 2026 13:54:23
In Progress	Add				28 Jul 1983		07 Apr 2026 13:43:25	10 Apr 2026 11:59:56
Completed	Terminate Member			000000237	10 Oct 1990	27 Apr 2026	24 Apr 2026 17:13:48	24 Apr 2026 17:13:50
Completed	Add			000000237	10 Oct 1990	27 Apr 2026	24 Apr 2026 16:54:00	24 Apr 2026 16:58:34
Completed	Reinstate Certificate			000000019	28 Mar 1963	02 Apr 2026	24 Apr 2026 13:59:56	24 Apr 2026 14:00:22
Completed	Terminate Member			000000019	28 Mar 1963	01 Apr 2026	24 Apr 2026 13:58:19	24 Apr 2026 13:58:20
Completed	Terminate Member			000000030	11 Apr 1986	31 May 2026	24 Apr 2026 13:56:57	24 Apr 2026 13:56:57
Completed	Request Card			000000160	10 Oct 1990	01 May 2026	24 Apr 2026 13:53:56	24 Apr 2026 13:53:56
Completed	Terminate Member			000000157	10 Oct 1990	22 Jun 2026	24 Apr 2026 13:23:58	24 Apr 2026 13:24:01
Completed	Add			000000236	10 Oct 1990	24 Apr 2026	23 Apr 2026 17:24:19	23 Apr 2026 17:33:39
Completed	Add			000000162	10 Oct 1990	24 Apr 2026	23 Apr 2026 17:21:09	23 Apr 2026 17:27:09
Completed	Add - Future Hire			888888888	10 Oct 1975	20 May 2026	23 Apr 2026 15:50:56	23 Apr 2026 16:01:24
Completed	Add			000000161	10 Oct 1990	01 Apr 2026	23 Apr 2026 15:39:23	23 Apr 2026 15:46:42
Completed	Terminate Member			000000159	10 Oct 1990	22 Jun 2026	23 Apr 2026 14:21:18	23 Apr 2026 14:21:20
Completed	Add - Future Hire			000000159	10 Oct 1990	22 Jun 2026	23 Apr 2026 13:26:13	23 Apr 2026 13:29:01
Completed	Add - Future Hire			000000158	10 Oct 1990	22 Jun 2026	23 Apr 2026 13:19:45	23 Apr 2026 13:23:03

Page 1 of 4

< 1 2 3 4 >

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- 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.

- ***NEW** action type has been added to the Action Log – **Add – Future Hire**. This status will display when the certificate has been added with a future hire date

- 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.

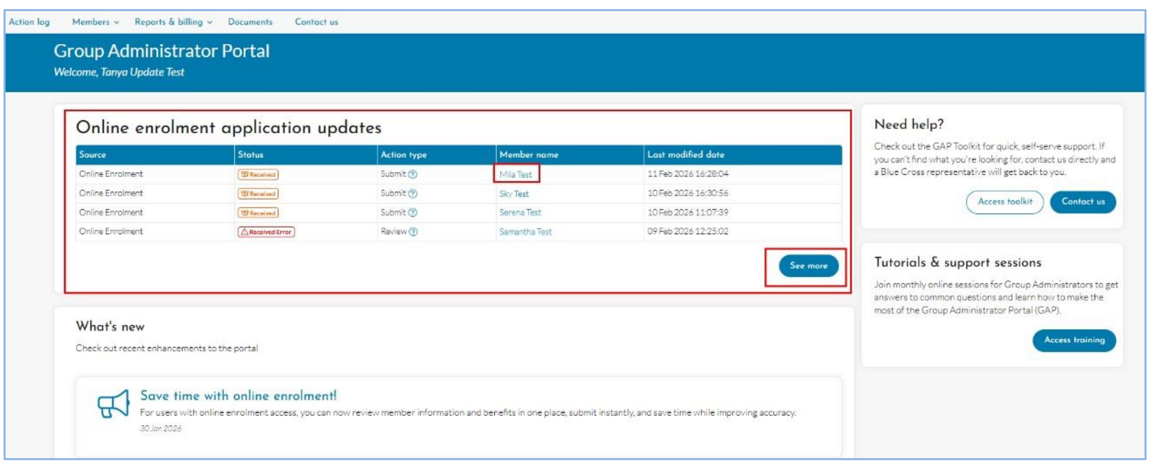
- You can also access any in-progress or error enrolments by clicking on employee name. This will return you to the Add Member page to continue or edit.

- Change effective date has been added to this view.

- A Medavie Blue Cross employee could be in touch to manage any error updates.

- The landing page now includes a mini action log to help quickly identify online enrolment applications that require action.

  - This view indicates when applications are ready for your review
  - Click on the Member name to review the application or click **See more** for the full Action log with pre-set online enrolment filters.

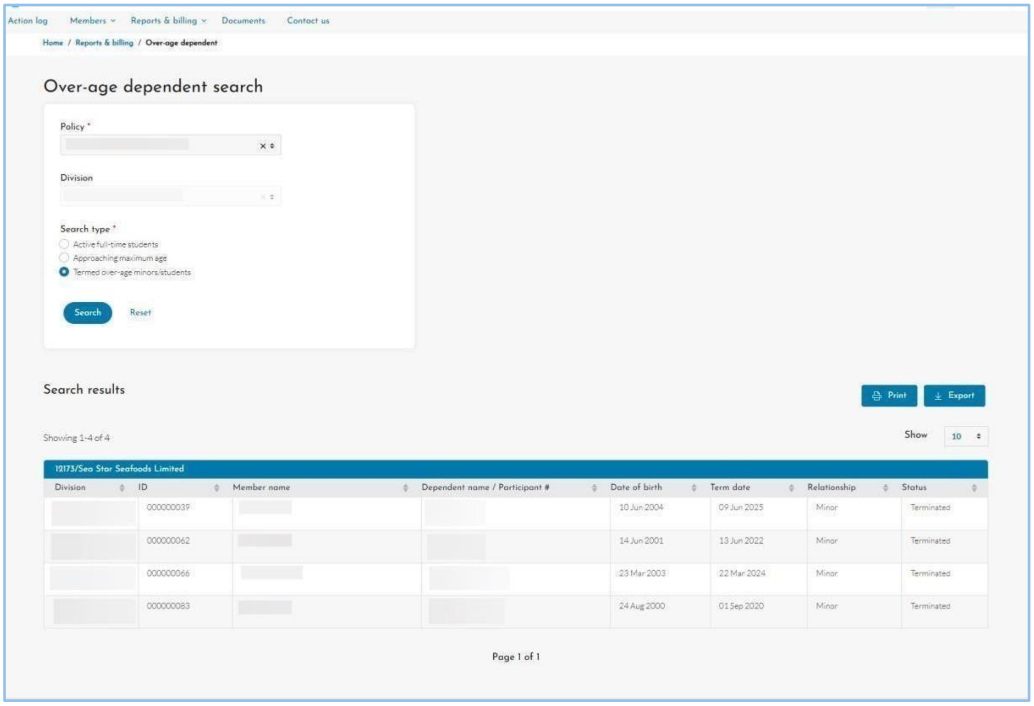


View Overage Dependents

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.



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.

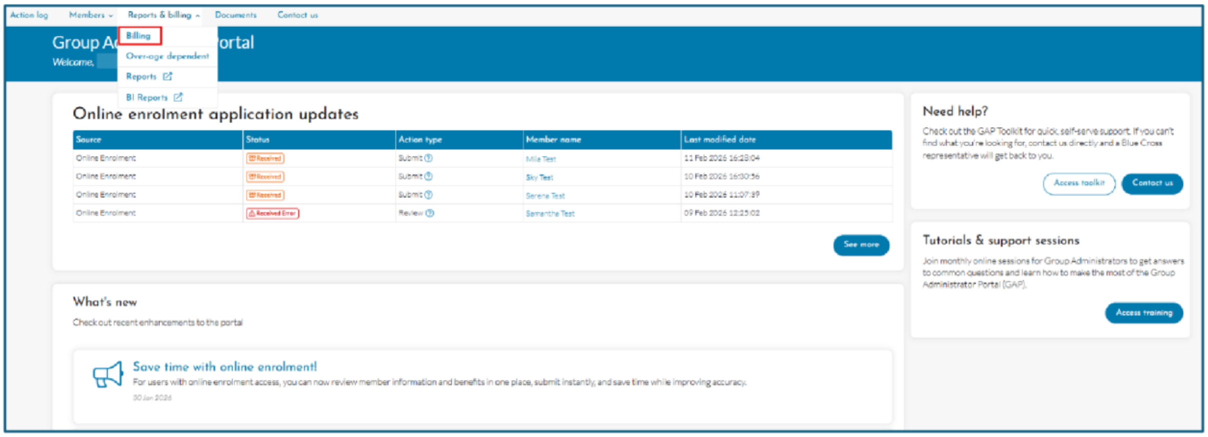
It's possible to pre-subscribe or reinstate dependents as Students.

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

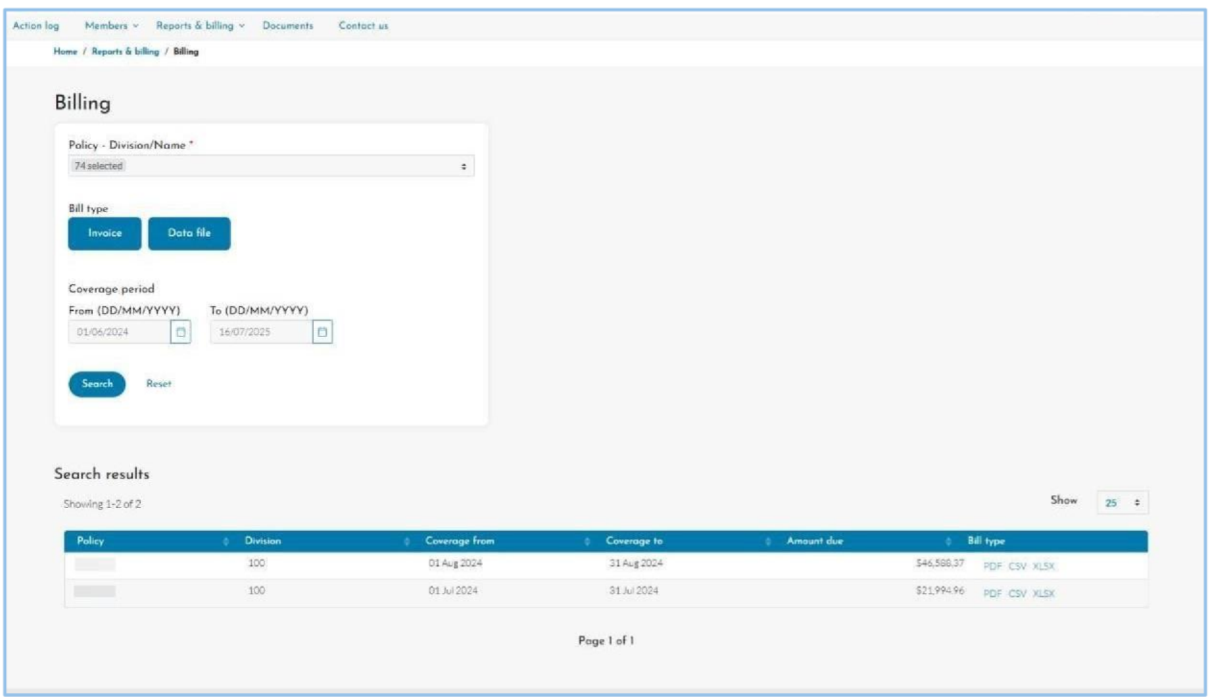
Billing

Viewing Bills (Formally known as eBills)

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

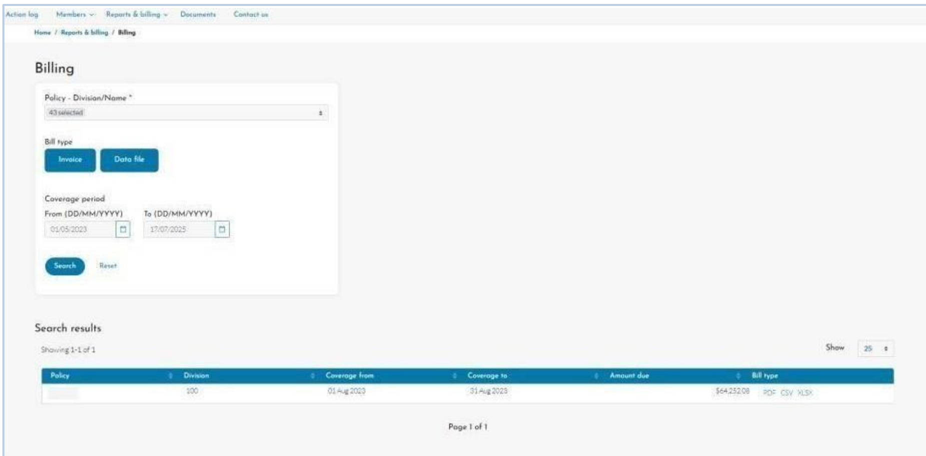


On the Search Bills screen, the most recent Bills, will automatically appear under **the Search Results.**



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:

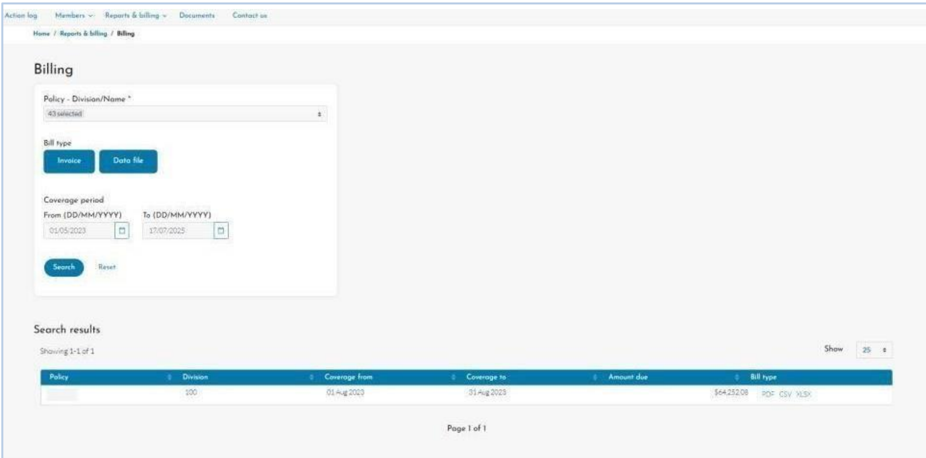
· **Invoice:** PDF format (Remittance and Invoice Details).

· **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.



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

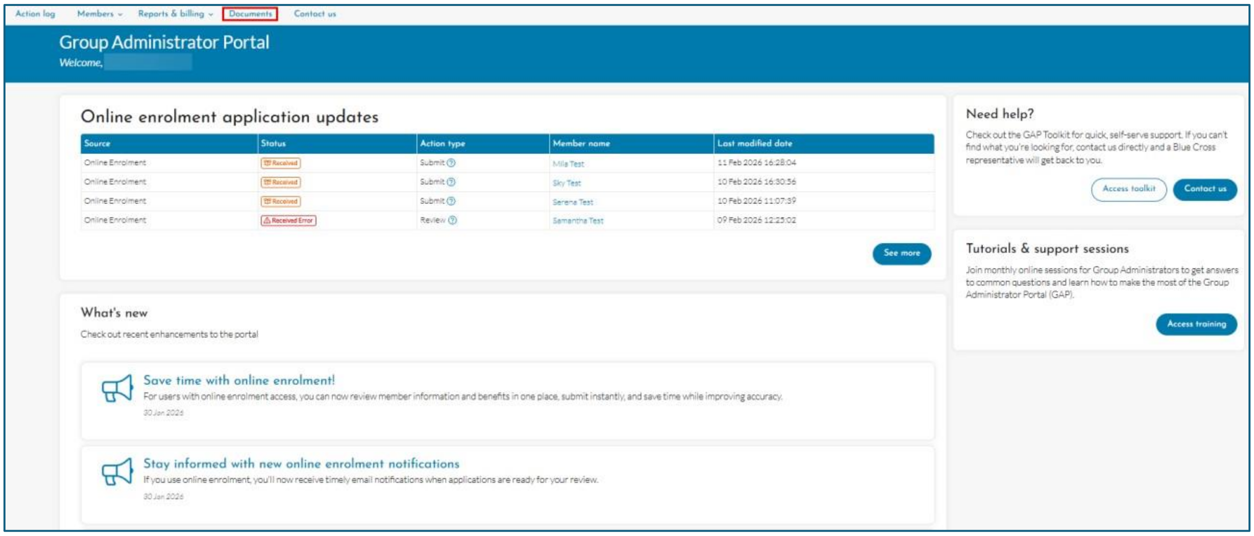
Please refer to the Medavie Blue Cross Invoice Guide for Group Administrators, available at:

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

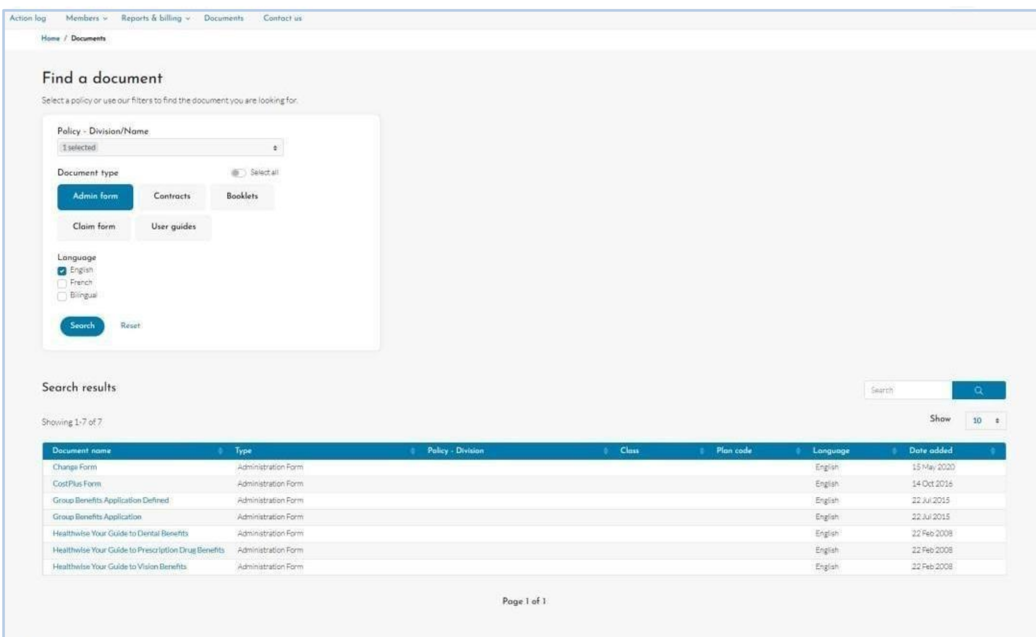
Other things you should know

Finding Forms, Booklets or Other Documents

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

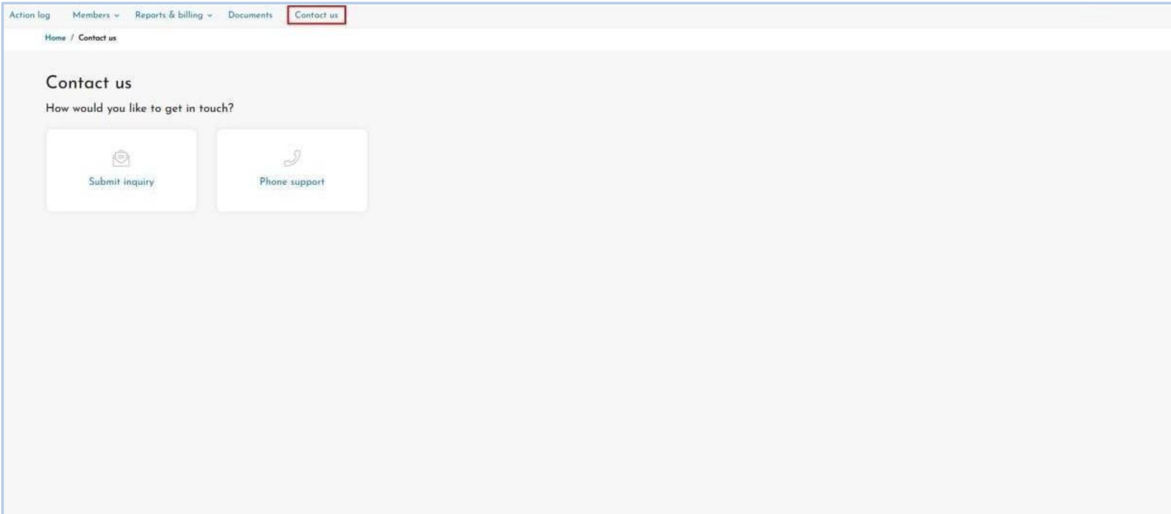


For example, you can find the Administration and Claims forms in the language of your choice (English or French), by searching for them. If the policy has specific forms, you can also specify a policy and division and those will also be returned in the search.



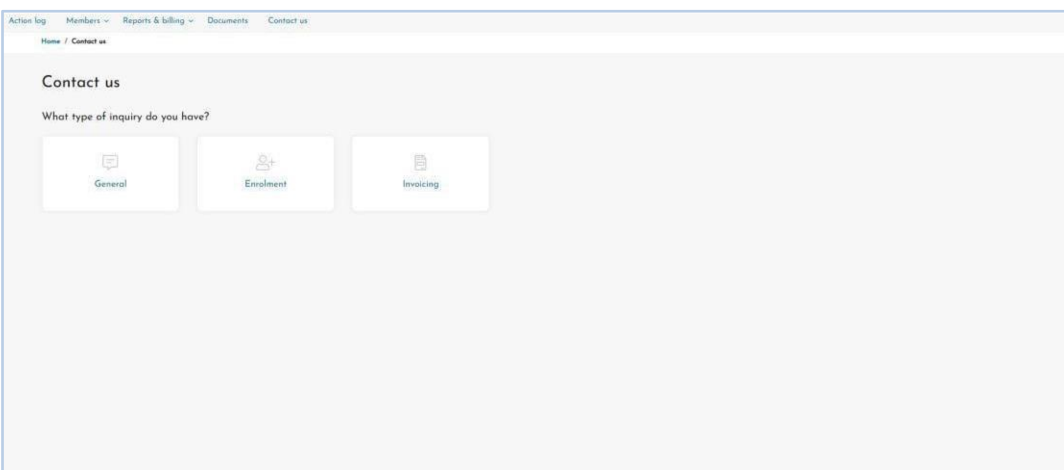
Getting in Touch with Blue Cross

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**.

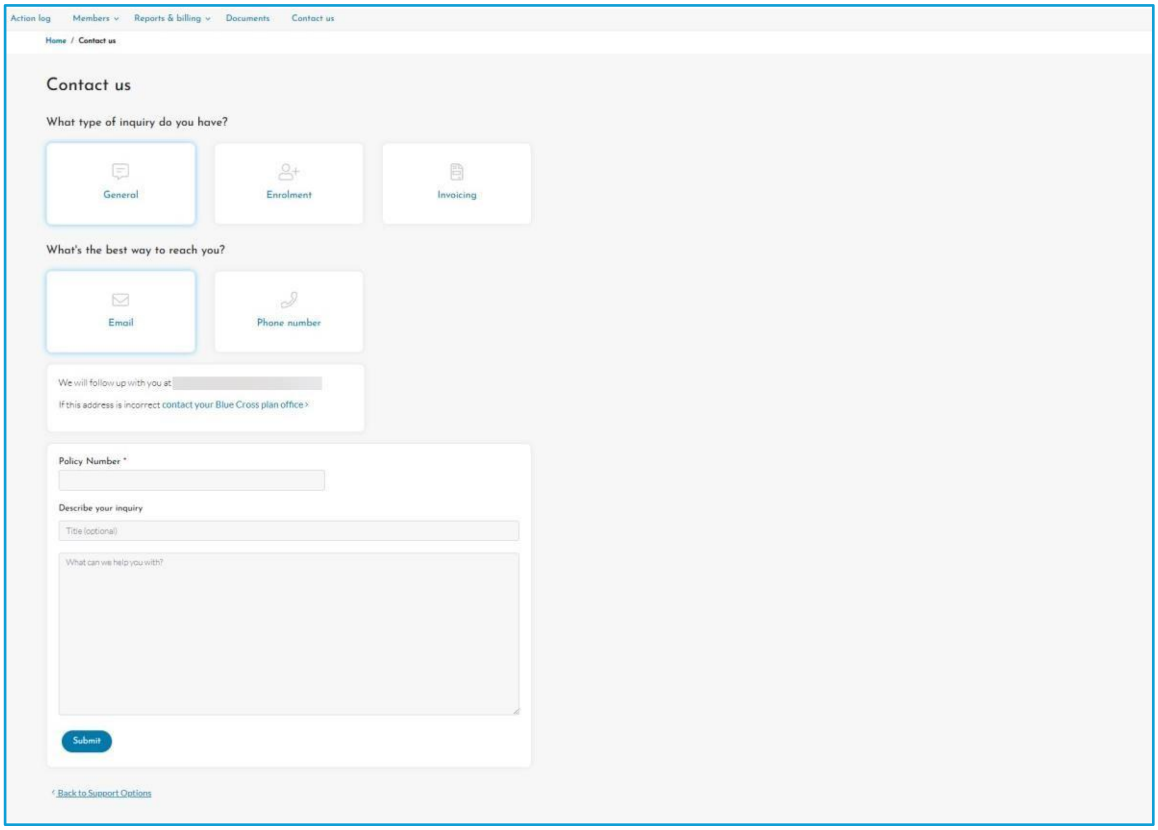


From here you can either **Submit Inquiry** or select **Phone Support**.

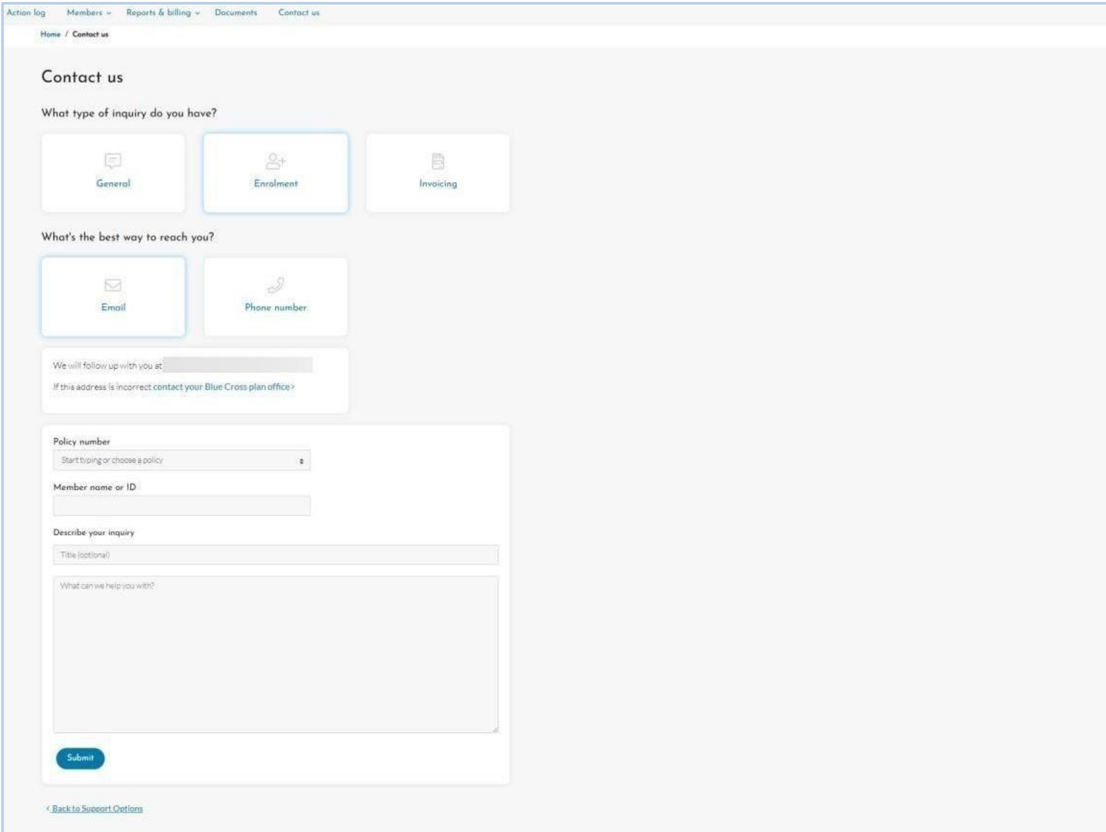
When you select **Submit Inquiry** you will be presented with three types of inquiries: General, Enrolment and Invoicing.



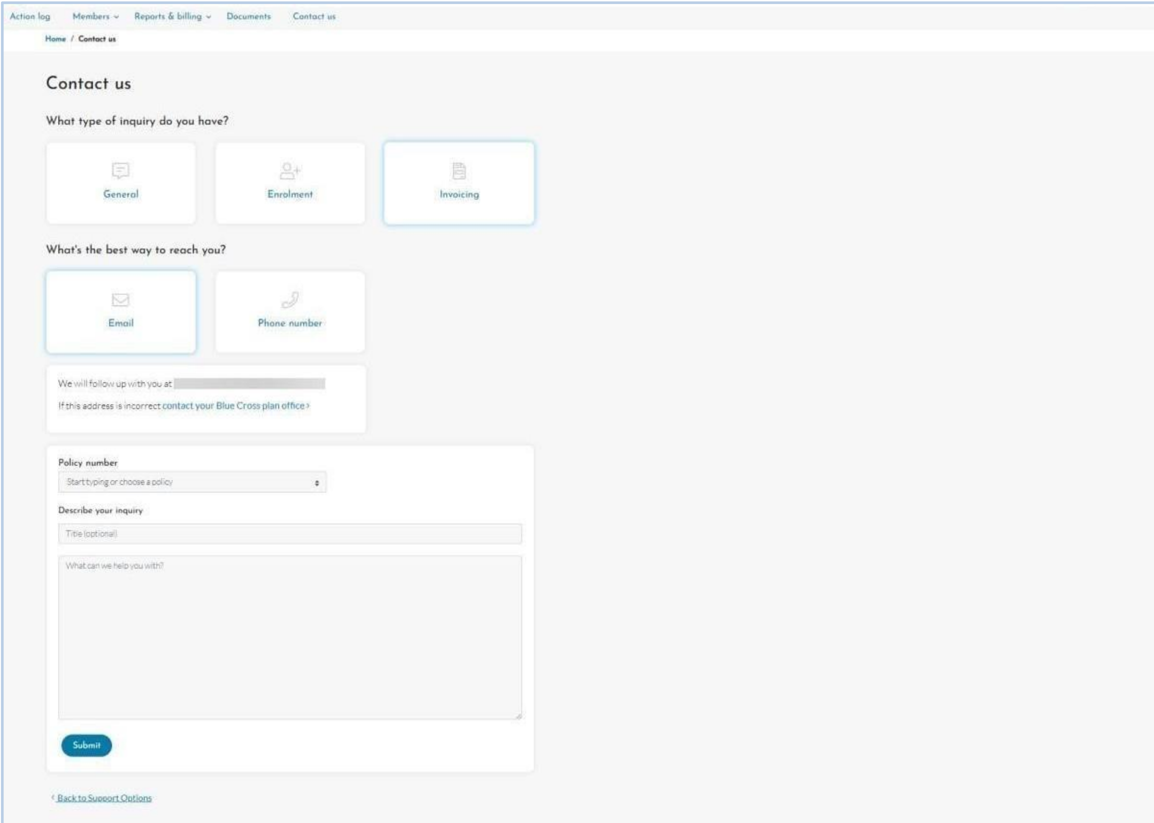
Once you select **General** inquiry you will be asked for the best way to reach you, your policy number, as well as a box to input your question. If you are inquiring about more than one policy, please enter the 5-digit policy number in the Policy Number field and include additional policies in the body of the text.



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



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



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