



Group Administrator Portal

User Guide

Version 21
July 2026



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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.

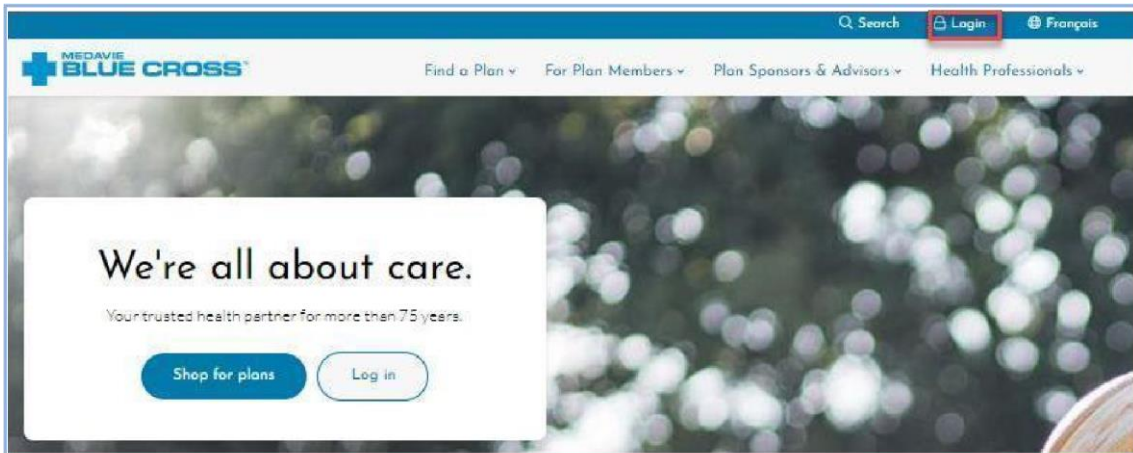
The following guide outlines these changes, and notes applications that will be updated in the very near future. The guide will be revised to reflect these additional enhancements as they become available.

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.
 - 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.

Help

Secure login

Username

Password

[Log in](#)

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

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

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



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Main Navigation Menu

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

The screenshot shows the Group Administrator Portal dashboard. At the top, there is a navigation bar with links: Action log, Members, Reports & billing, Documents, and Contact us. The main header area says "Group Administrator Portal" and "Welcome, [user name]". The dashboard is divided into several sections:

- Online enrolment application updates:** A table with columns: Source, Status, Action type, Member name, and Last modified date. It lists four online enrolment applications with statuses like "In progress" and "Submitted".
- What's new:** A section titled "Check out recent enhancements to the portal" containing three items:
 - Save time with online enrolment!** (30 Jan 2026): For users with online enrolment access, you can now review member information and benefits in one place, submit instantly, and save time while improving accuracy.
 - Stay informed with new online enrolment notifications** (30 Jan 2026): If you use online enrolment, you'll now receive timely email notifications when applications are ready for your review.
 - Register for upcoming webinars** (30 Jan 2026): Training sessions provide insights into GAP basics, answer pressing questions, and offer deep dives into specific claim types to enhance your expertise and efficiency.
- Need help?** A section with a message: "Check out the GAP Toolkit for quick, self-serve support. If you can't find what you're looking for, contact us directly and a Blue Cross representative will get back to you." It includes buttons for "Access toolkit" and "Contact us".
- Tutorials & support sessions:** A section with a message: "Join monthly online sessions for Group Administrators to get answers to common questions and learn how to make the most of the Group Administrator Portal (GAP)." It includes a button for "Access training".

At the bottom, there is a footer with the Blue Cross logo and a disclaimer: "© 2026 Medavie Blue Cross. Legal | Privacy | Cookies | Accessibility | User's Responsibilities".

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**.

Member search

Policy

Start typing or choose...

Search Reset

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- 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**.

Member search [+ Add member](#)

Policy Division Class

ID number First name Last name

☐ Include inactive members

Search Reset

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

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Medavie

BLUE CROSS

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

ID number

First name

Last name

☐ Include inactive members

Search

Reset

Member search results

Print

Export

Showing 1-10 of 302 entries

Show10

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 >

<<<1234...>>>

Viewing entriesnull

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[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	Plan
		A/Employees	

[Transfer member](#)

Member info

Name	Date of birth	Sex at birth	Language
	11 Jun 1970	Female	English
Mailing address	Phone number	Email	
Alternate ID	Application date	Hire Date	
	19 Oct 1992	19 Oct 1992	
Direct deposit	Custom report attribute		
	27120428		

[Update](#)

Identification info

ID number	Participant number
001628767	00
Effective date	Termination date
19 Oct 1992	31 Dec 9999
Status	Termination reason
InForce	Inforce Inherited

Salary and occupation

Occupation	Job title
N/A	N/A
Employment type	Earnings
Full Time Salary	\$0.00 Annually
Salary effective from	Hours worked per week
01 Jan 1900	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:

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 *

003 / 1

New class *

A/Owners

New plan *

Change effective date *

17/11/2022

☐

Continue

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.

Group Administrator Portal User Guide

1

Transfer details

Edit

2

Benefits

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

Change effective date *

06/10/2022

HSA is only available if Extended Health Care is selected

Health	Benefit	Waiver reason	Option	Family category	Coverage amount
Health	Drug			Employee	
	Travel				
	Hospital				
	Extended Health Care				

Dental	Benefit	Waiver reason	Option	Family category	Coverage amount
Dental	Dental			Employee	

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

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

Wellness	Benefit	Waiver reason	Option	Family category	Coverage amount
Wellness	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

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.

Action log

Members

Reports & billing

Documents

Contact us

Home

Member Search

Update Member

The member update submission is being processed and may take some time to complete.

No additional updates may be made until the update process is complete. Please refer to the Action log for transaction updates.

Policy:

ID: 000035960

Return to search results

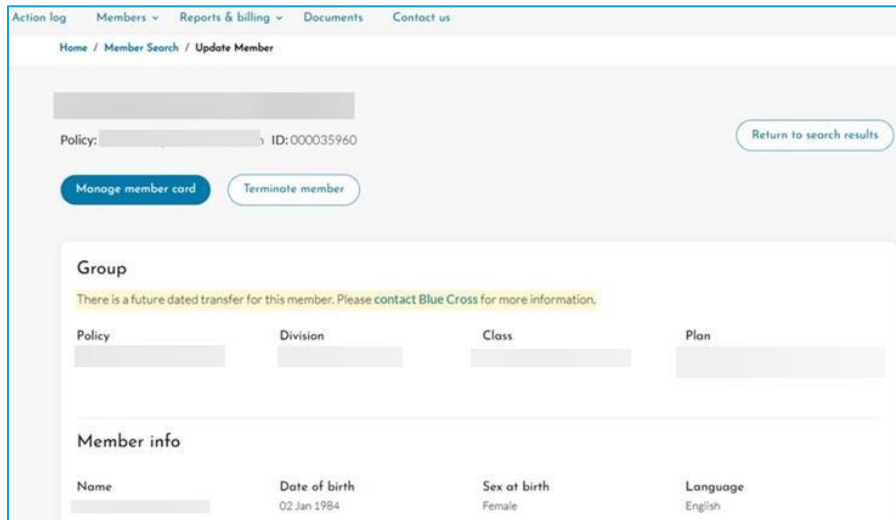
Manage member card

Group

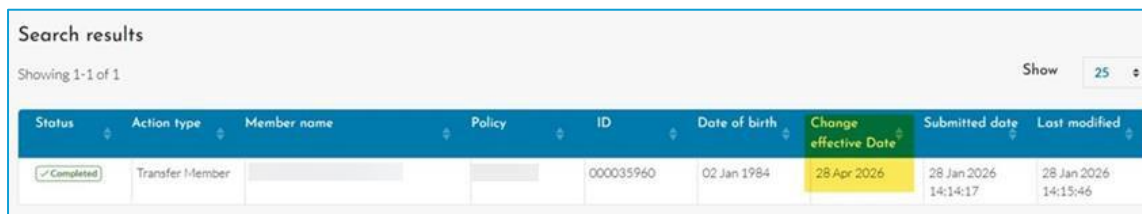
Policy	Division	Class	Plan

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

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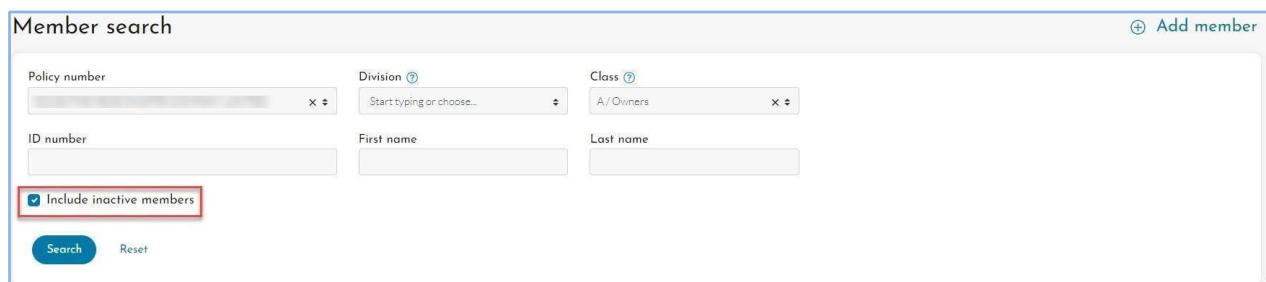
The Action Log will also display the Change Effective Date of the transaction:



Status	Action type	Member name	Policy	ID	Date of birth	Change effective Date	Submitted date	Last modified
Completed	Transfer Member			000035960	02 Jan 1984	28 Apr 2026	28 Jan 2026 14:14:17	28 Jan 2026 14:15:46

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.

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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 screenshot shows a web form titled "Reinstate member". It has two main steps: "1 Details" and "2 Request card". In the "Details" step, there is a label "Effective date of reinstatement" followed by a date input field with a calendar icon. Below the input field is a blue "Continue" button. The "Request card" step is partially visible below, with an "Edit" link. At the bottom of the form are "Save" and "Cancel" buttons.

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: XXXXXXXXXX ID: 000300910

Reinstate member

1 Details

2 Benefits

3 Request card

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

Change effective date: 01/01/2023

HSA is only available if Extended Health Care is selected

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

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

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

Wellness	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](#)

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



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Updating Employee Information

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

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Action log Members Reports & billing Documents Contact us

Home / Member Search / Update Member / Update info

Policy: ID: 070076211

Member info

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

First name *

Last name *

Middle name

Date of birth *
07/08/1953

Sex at birth *
Male

Language *
☒ English ☐ French

Country *
Canada

Street address *
Line 1

City * **Province *** **Postal Code ***
New Brunswick

Phone number

Email

Hire Date **Application date**
01/01/1983 01/01/1983

Alternate ID **Custom report attribute**

Privacy consent
☒ Yes ☐ No
☐ 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.

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	In Force	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.

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
Sharon Rose Regan	Insured	Participating	In Force

Update View History

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

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

Policy 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:
☒ Sharon Rose Regan (Insured)

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

Save Cancel

Salary and Occupation Changes

If the employee'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 Information

Policy: ID: 000000058

Salary and occupation

Occupation *
YJ-Trades/Manuf/Prod

Job title *
Journalier

Employment type *
Full Time Hourly

Pay *
\$47,840.00

Frequency *
Annually

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 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

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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	Childtrustee two	Child	33.333	% ☐	☐	Remove
			Total	100%	%	

[Add beneficiary](#)

Trustee

Add a trustee for each beneficiary that requires one. A beneficiary can't be their own trustee.

Type *	Family member	Remove
Person	Test Spousetrustee	
Trustee last name *	Trustee first name *	Trustee phone number
Spousetrustee	Test	(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
			Total	100%	%	

[Add beneficiary](#)

Trustee

Add a trustee for each beneficiary that requires one. A beneficiary can't be their own trustee.

Type *	Family member	Remove
Person	Test Spousetrustee	
Trustee last name *	Trustee first name *	Trustee phone number
Spousetrustee	Test	(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**.

The screenshot shows the 'Update Member' screen for 'Baby Remigio Caras'. The 'Coordination of benefits' section is active, with a checkbox checked: 'The employee, and/or their spouse or any dependents, also have coverage under another employer group plan, or other insurer.' Below this are several input fields: 'Family member name *', 'Date of birth *' (with a calendar icon), 'Name of other insurer *', 'Effective date of coverage *' (with a calendar icon), 'Policy number', and 'Identification number'. At the bottom of this section is a table for 'Coverage under other plan *' with columns 'Benefit' and 'Family category'. The table lists several benefits with checkboxes: All, Hospital, Drugs, Dental, Extended Health Benefits, and Vision. At the bottom of the form are 'Save' and 'Cancel' buttons. The footer contains the Blue Cross logo and copyright information: '©2026 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.

- 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 * DD/MM/YYYY

Language * ☐ English ☐ Spanish

Email *

Hire Date * DD/MM/YYYY

☐ **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](#) [Remove Member](#)

Group & Member info

Benefits
HSA is only available if Extended Health Care is selected

Plan	Benefit	Member status	Status	Family category	Coverage amount
Health	Health	Active	Active	Spouse	100%
Disability	Disability	Active	Active	Spouse	100%
Life	Life	Active	Active	Spouse	100%

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

Group Administrator Portal User Guide

The first screenshot shows the 'Review member summary' screen with fields for Group, Name, Date of Birth, and Sex. The second screenshot shows the 'Online enrolment initiated' screen with a table for 'Online enrolment details' and a 'Member info' section. The third screenshot shows the 'Online enrolment initiated' screen with a table for 'Online enrolment details' and a 'Member info' section.

- 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	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.

Group Administrator Portal User Guide

The screenshot shows the 'Review member summary' page in the Group Administrator Portal. At the top, there is a navigation bar with links: Action log, Members, Reports & billing, Documents, and Contact us. Below this is a breadcrumb trail: Home / Members / Add Member. A status bar indicates 'In Progress: 14' and 'Submitted/Updated: 9', with an 'Error: 29' indicator. The main heading is 'Review member summary'. Below this, a message states: '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.' A 'Post' button is visible on the right. The form is divided into two sections: 'Add' and 'View Member Summary'. The 'Add' section contains fields for 'Group' (Policy, Division, Class, Plan) and 'Member info' (Name, Date of birth, Sex at birth, Language, Mailing address, Phone number, Email). The 'View Member Summary' section is currently selected.

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.

Action log
Members
Reports & billing
Documents
Contact us

Home / Members / Add Member

In Progress 6
Submitted/Updates 1
Error 2

Add member

Add
View Member Summary

Group

Policy *
Start typing or choose...
Division *
Start typing or choose...
Class *
Start typing or choose...
Plan *
Start typing or choose...

Member info

First name *
Last name *
Middle name

Date of birth *
DD/MM/YYYY
Sex at birth *
Start typing or choose...

Language *
☐ English ☐ French
Country *
Canada

Street address *

City *
Province *
Please select...
Postal code *

Email
Phone number
(555)555-5555

Hire Date *
DD/MM/YYYY
Application date *
DD/MM/YYYY

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

Alternate ID
Custom report attribute

Direct deposit information

Branch/Transit #
Bank/Institution #
Account #

Show direct deposit guide

Continue
Save & exit
Cancel

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.

Group Administrator Portal User Guide

Action log

Enrolment type: ☒ Manual enrolment ☐ Online enrolment

Status: ☒ In progress ☐ Submitted ☐ Error ☐ Completed

Action type:

Policy:

ID number:

Member name:

Date submitted from (DD/MM/YYYY):

Date submitted to (DD/MM/YYYY):

Search

Search results

Showing 1-6 of 6

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**

Add member

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

ID	First Name	Last Name	Date of Birth	Address	Status	Alternate ID
000000096						

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

Remove Member

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

Add member Remove Member

Add **View Member Summary**

Group & Member info Edit

Family members Edit

Benefits
HSA is only available if Extended Health Care is selected

Health	Benefit	Waive reason	Option	Family category	Coverage amount
	Health			Member	\$
☒	Drug		Module Liberté - Member under 65	\$	
☒	Travel		Travel - Québec	\$	
☒	Hospital		Hospital - Québec	\$	
☒	Extended Health Care		EHC & HSA & PWA - Québec	\$	

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

[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

AddView 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 Almes	Estate		100 %
Total Percentage			100 %

< Back

Submit

Group Administrator Portal User Guide

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

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

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

In Progress 12 Submitted/Updates 4 Error 3

Member search Add member

- 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
Start typing or choose...

Member name
Start typing or choose...

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 17:01:39	10 Apr 2026 17:02:04
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 06:09:27	27 Apr 2026 06:09:27
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 17:13:48	24 Apr 2026 17:13:50
Completed	Add				000000237	10 Oct 1990	27 Apr 2026 16:54:00	24 Apr 2026 16:58:34
Completed	Reinstate Certificate				000000019	28 Mar 1963	02 Apr 2026 13:59:56	24 Apr 2026 14:00:22
Completed	Terminate Member				000000019	28 Mar 1963	01 Apr 2026 13:58:19	24 Apr 2026 13:58:20
Completed	Terminate Member				000000030	11 Apr 1986	31 May 2026 13:56:57	24 Apr 2026 13:56:57
Completed	Request Card				000000160	10 Oct 1990	01 May 2026 13:53:56	24 Apr 2026 13:53:56
Completed	Terminate Member				000000157	10 Oct 1990	22 Jun 2026 13:23:58	24 Apr 2026 13:24:01
Completed	Add				000000236	10 Oct 1990	24 Apr 2026 17:24:19	23 Apr 2026 17:33:39
Completed	Add				000000162	10 Oct 1990	24 Apr 2026 17:21:09	23 Apr 2026 17:27:09
Completed	Add - Future Hire				888888888	10 Oct 1975	20 May 2026 15:50:56	23 Apr 2026 16:01:24
Completed	Add				000000161	10 Oct 1990	23 Apr 2026 15:39:23	23 Apr 2026 15:46:42
Completed	Terminate Member				000000159	10 Oct 1990	22 Jun 2026 14:21:18	23 Apr 2026 14:21:20
Completed	Add - Future Hire				000000159	10 Oct 1990	22 Jun 2026 13:26:13	23 Apr 2026 13:29:01
Completed	Add - Future Hire				000000158	10 Oct 1990	22 Jun 2026 13:19:45	23 Apr 2026 13:23:03

Page 1 of 4

[1](#) [2](#) [3](#) [4](#)

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Group Administrator Portal User Guide

- 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.

The screenshot displays the Group Administrator Portal interface. At the top, there's a navigation bar with links: Action log, Members, Reports & billing, Documents, and Contact us. Below this is a header section with the title 'Group Administrator Portal' and a welcome message 'Welcome, Tanya Update Test'. The main content area features a section titled 'Online enrolment application updates' which contains a table with the following data:

Source	Status	Action type	Member name	Last modified date
Online Enrolment	Submitted	Submit	Mila Test	11 Feb 2026 16:28:04
Online Enrolment	Submitted	Submit	Sky Test	10 Feb 2026 16:30:56
Online Enrolment	Submitted	Submit	Serena Test	10 Feb 2026 11:07:39
Online Enrolment	Submitted	Review	Samantha Test	09 Feb 2026 12:25:02

Below the table is a 'See more' button. To the right of the table, there's a 'Need help?' section with a link to 'Access toolkit' and a 'Contact us' button. Below that is a 'Tutorials & support sessions' section with a link to 'Access training'. At the bottom left, there's a 'What's new' section with a message about online enrolment and a date '30 Jan 2026'.

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.

Group Administrator Portal User Guide

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 screenshot displays the 'Over-age dependent search' form. It includes input fields for 'Policy' and 'Division', and radio buttons for 'Search type' with options: 'Active full-time students', 'Approaching maximum age', and 'Termed over-age minors/students' (which is selected). There are 'Search' and 'Reset' buttons. Below the form, the 'Search results' section shows a table with 4 results. The table has columns: Division, ID, Member name, Dependent name / Participant #, Date of birth, Term date, Relationship, and Status. The results are for '1973/Sea Star Seafoods Limited' and all have a status of 'Terminated'. There are 'Print' and 'Export' buttons, and a 'Show' dropdown set to 10. The page number 'Page 1 of 1' is at the bottom.

Division	ID	Member name	Dependent name / Participant #	Date of birth	Term date	Relationship	Status
1973/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

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.

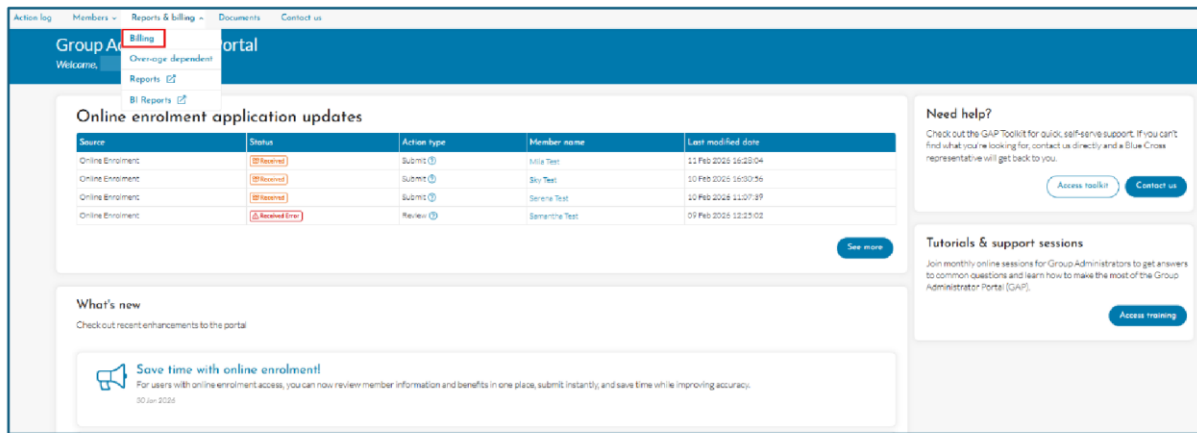
It's possible to pre-subscribe or reinstate dependents as Students.

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

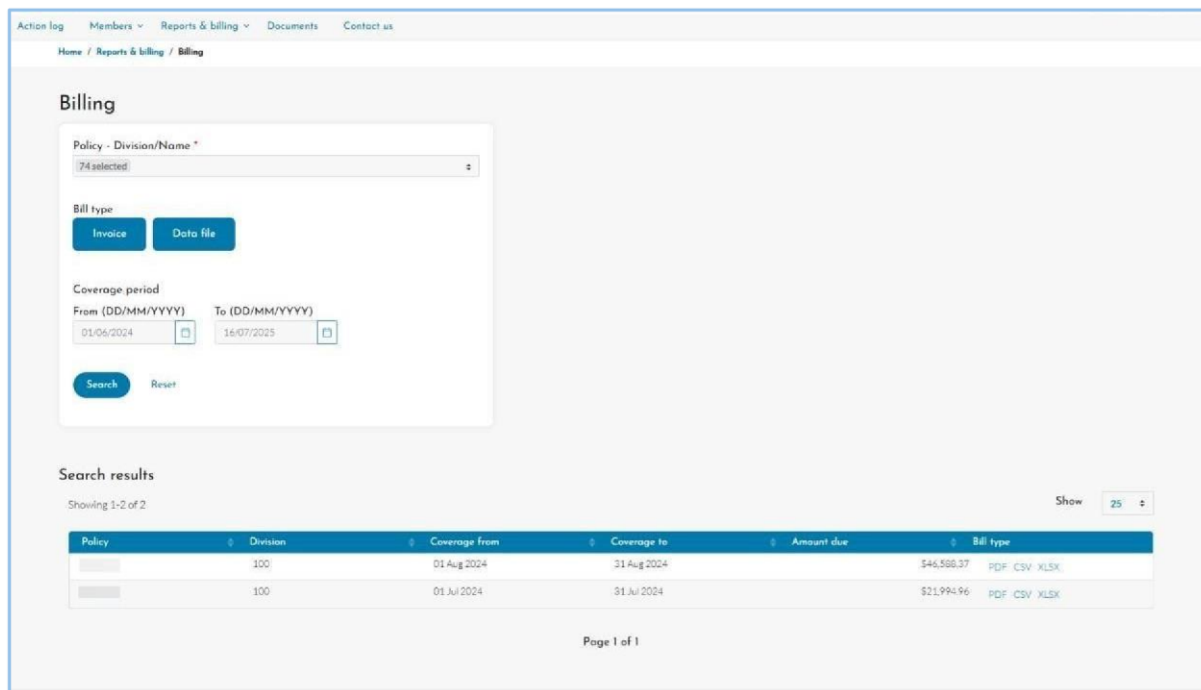
Billing

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**.



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**.

Billing

Policy - Division/Name *
43 selected

Bill type
Invoice Data File

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
	200	01-Aug-2022	31-Aug-2022		944232108 PDF CSV XLSX

Page 1 of 1

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.

The screenshot shows the 'Billing' section of the Group Administrator Portal. It includes a search form with the following fields and options:

- Policy - Division/Name ***: A dropdown menu with 'All selected'.
- Bill type**: Two buttons, 'Invoice' and 'Auto file'.
- Coverage period**: Two date pickers labeled 'From (DD/MM/YYYY)' and 'To (DD/MM/YYYY)'. The 'From' date is '01/05/2023' and the 'To' date is '17/07/2023'.
- Search** and **Reset** buttons.

Below the search form, the 'Search results' section shows 'Showing 1-1 of 1'. A table displays the results:

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

At the bottom of the table, it says 'Page 1 of 1'.

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.

The screenshot shows the Group Administrator Portal interface. At the top, there's a navigation bar with links: Action log, Members, Reports & billing, Documents, and Contact us. Below this is a header section with the title 'Group Administrator Portal' and a welcome message. The main content area is divided into several sections:

- Online enrolment application updates:** A table showing the status of enrolment applications.

Source	Status	Action type	Member name	Last modified date
Online Enrolment	Success	Submit	Mila Test	11 Feb 2025 16:28:04
Online Enrolment	Success	Submit	Sky Test	10 Feb 2025 16:30:56
Online Enrolment	Success	Submit	Serena Test	10 Feb 2025 11:07:39
Online Enrolment	Success/Error	Review	Samantha Test	09 Feb 2025 12:23:02
- What's new:** A section highlighting recent enhancements to the portal, including 'Save time with online enrolment!' and 'Stay informed with new online enrolment notifications'.
- Need help?:** A section providing links to the GAP Toolkit for quick, self-serve support, and a 'Contact us' button.
- Tutorials & support sessions:** A section offering monthly online sessions for Group Administrators to get answers to common questions and learn how to make the most of the Group Administrator Portal (GAP).

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.

The screenshot shows the 'Find a document' search interface. It includes a search bar at the top with the text 'Find a document' and a subtext 'Select a policy or use our filters to find the document you are looking for.' Below the search bar, there are several filters:

- Policy - Division/Name:** A dropdown menu with '1 selected'.
- Document type:** A section with buttons for 'Admin form', 'Contracts', 'Booklets', 'Claim form', and 'User guides'.
- Language:** A section with checkboxes for 'English' (selected), 'French', and 'Bilingual'.

Below the filters, there is a 'Search' button and a 'Reset' button. The search results are displayed in a table with columns: Document name, Type, Policy - Division, Class, Plan code, Language, and Date added. The results show 7 documents, all of which are 'Administration Form' type and in 'English' language.

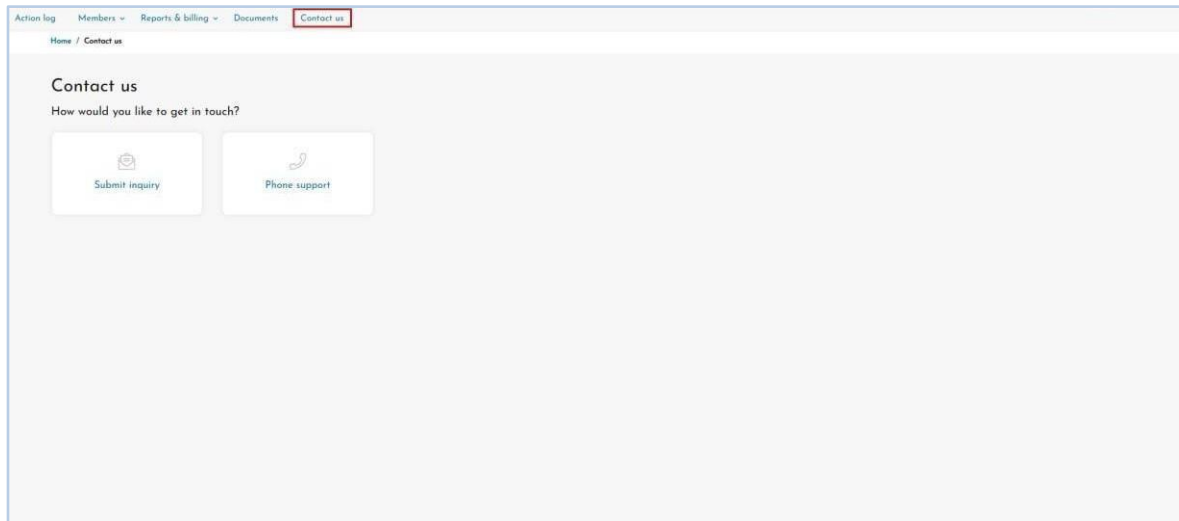
Document name	Type	Policy - Division	Class	Plan code	Language	Date added
Change Form	Administration Form				English	15 May 2020
Cost Plus Form	Administration Form				English	14 Oct 2016
Group Benefits Application Defined	Administration Form				English	22 Jul 2015
Group Benefits Application	Administration Form				English	22 Jul 2015
Healthwise Your Guide to Dental Benefits	Administration Form				English	22 Feb 2008
Healthwise Your Guide to Prescription Drug Benefits	Administration Form				English	22 Feb 2008
Healthwise Your Guide to Vision Benefits	Administration Form				English	22 Feb 2008

At the bottom of the page, there is a 'Page 1 of 1' indicator.

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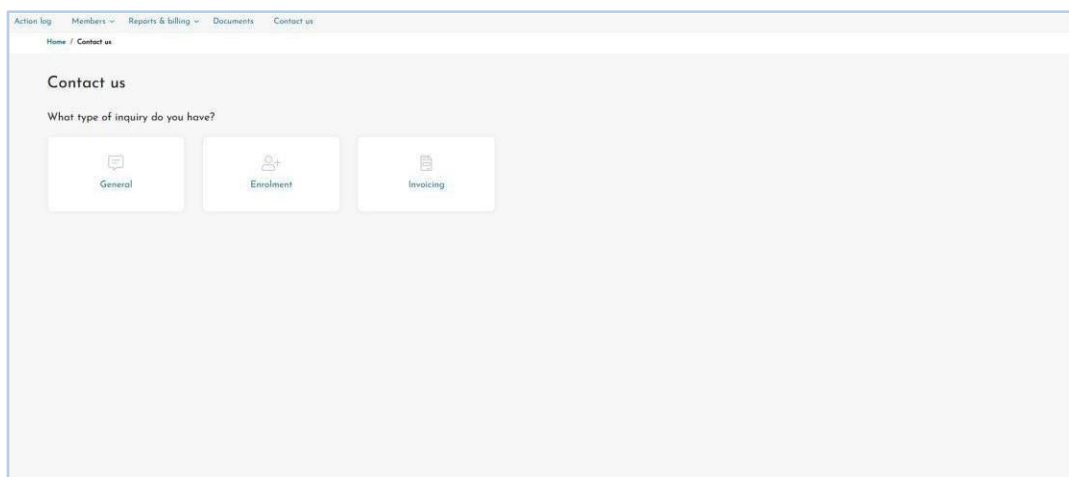
Getting in Touch with Blue Cross

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.

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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 Select Options](#)

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

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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

Member name or ID

Describe your inquiry

What can we help you with?

Submit

[Back to Support Options](#)

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

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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

Describe your inquiry
Title (optional)

What can we help you with?

Submit

[Back to Support Options](#)

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

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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
9:30 - 5:00 pm ADT

[Back to Support Options](#)