



Additional email security measures for Providers outside of Canada

Medavie Blue Cross continuously monitors cybersecurity and have been alerted to a significant increase in the volume of attempted cybersecurity attacks in Canada in recent weeks. Maintaining the integrity, availability and security of our systems and our data is our primary focus. Since a significant volume of these cyber attacks are coming from outside of Canada, we have taken additional steps to mitigate the risk. As a result, we are making some changes to the way we receive communications from healthcare Providers outside of Canada. To ensure you continue to be able to correspond with us, we would like to highlight the best ways to get in touch.

Secure Portal

We offer access to a secure ePay Provider Portal to all our Provider contacts. The ePay Provider Portal is the easiest way to interact with us. This secure portal provides you with access to contact us directly and enables you to submit your claims easily through the same secure site.

While healthcare Providers outside of Canada cannot register for ePay on their own through the site, you can simply send us an email requesting to sign up for the ePay Provider Portal through the medavieworld@bellaliant.net email address. Once we receive your request to sign up, we will send you a User ID and Password through email.

Secure Email Address

We also have a newly created secure email address for anyone contacting us from outside of Canada: medavieworld@bellaliant.net. This enhanced secure email is the only address that will reach us and can include secure information and document attachments.

The following are links to forms and resources you will require:

- [Interim Federal Health Program Claim Form](#) - If you decide to submit your claims through email and not through the portal, you will need to complete this form for each claim you are submitting. **Please note: for Providers outside of Canada, you must use the medavieworld@bellaliant.net email address – and not the one listed on the claim form.**
- [Pre-Departure Medical Services \(PDMS\) Welcome Package](#) – This package includes all the details you require, including the banking information form. All payments will be sent to you via wire transfer directly to your bank account. Please note: for Providers outside of Canada, you must use the medavieworld@bellaliant.net email address – and not the one listed in this package.

If you are unable to register for the portal or send emails directly, we can accept faxes at: (001 + 1) 506-867-3841 or mail to:

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Thank you for your support as we work to enhance the security of our systems for all our clients and members.



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