

FOR YOUR Benefit

Information for plan members to help you make the most of your benefits



Member services web site redesigned

Alberta Blue Cross recently launched the redesign of our secure member services web site. The redesign and reorganization of the site gives it a fresh, clean look with brighter graphics and improved navigation, which makes it more user-friendly.

The following are some of the functional changes you will notice:

- Navigation is located at the top of each page and sub-menu links are available through a drop-down menu.
- The home page includes prominent links to tasks that are frequently performed, such as “Submit a claim,” “Find your next dental check-up date” and “See if a drug is covered.”
- Your claim forms are now pre-populated with standard information, such as your first and last name, ID number and address.

Based on feedback we received throughout the redesign process, one of our main focuses was to improve the functionality of the web site. For example, in the past, there was some confusion over where to find benefit information related to spending accounts. Now, links to spending account benefit details are grouped in the “Your Benefits” section.

Our goal of the redesign was to deliver a more efficient user experience by directing you more quickly to information and resources of relevance.

The screenshot shows the Alberta Blue Cross member services website. At the top, there is a navigation bar with links for Home, Your benefits, Your claims, Your profile, and Forms & ID cards. The main content area is divided into several sections:

- Home:** Welcomes Jane Doe and provides a list of tasks to do, such as "Submit a claim," "Find your next dental check-up date," "Sign up for paperless statements," "See if a drug is covered," "Check when you'll be eligible for glasses," and "Print a receipt of your payments."
- Your recent statements:** A table showing statement numbers, benefit types, and completion dates.
- Your benefits:** A section with icons for Dental, Health, Vision, and Benefit booklet.
- Your claims:** A section with icons for Health, Health Spending Account, and Wellness Professional Development and Dependent Care.
- Tools and information:** Includes a "Find a provider" section, a "Is your drug covered?" section, and a "BLUE ADVANTAGE" section.
- Your messages:** A section with a message about spending account allocation and a button to "Allocate your credits."
- Forms and ID cards:** A section with links to "Find a form" and "Print an ID card."
- Your profile:** A section with links to "Update your contact information," "Change how you receive statements," "Manage your banking information," "Change your password," and "Print a receipt of your payments."

If you haven't already done so, we encourage you to visit www.ab.bluecross.ca/online_services and spend a few moments familiarizing yourself with the site's new layout and functionality.

Working with health providers to enhance direct billing for you

Alberta Blue Cross is currently implementing a number of enhancements to make it easier for health providers to submit claims online and more convenient for you by reducing how much you pay out-of-pocket for a treatment at the time of service.

The most recent enhancement allows health providers, such as chiropractors and physiotherapists, to coordinate online claims submission with other benefit carriers. For example, if your primary benefit plan is administered by another carrier and Alberta Blue Cross is the secondary payer, health providers can submit the difference to Alberta Blue Cross online. In such instances, you will pay less out-of-pocket and no longer have to submit a claim for reimbursement.

The Alberta Blue Cross web site also features a directory of health service providers in your area who offer the direct convenience of online claim submission. Today, over 90 per cent of claims are submitted directly to Alberta Blue Cross at the time of service—from pharmacies, dental offices, ambulance providers, vision care providers, chiropractors, physiotherapists and massage therapists.

Avoid a “Page not found” error when visiting our web site

To enhance its functionality, we are moving our web site to new servers. If you currently have bookmarked our web site, you may soon experience a “Page not found error” because the URL (or web site address) is going to be changing.

If you have documents or web pages with links to the site, you will need to make sure these links begin with http instead of https. Simply remove the “s” from the address—**https://www.ab.bluecross.ca** will become **http://www.ab.bluecross.ca**.

If you have “bookmarked” the Alberta Blue Cross web site, follow the steps below to make the change now:

- Click “Favorites” in the top left on your Internet Explorer browser.
- Click on “Properties.”
- Right click on your link to the Alberta Blue Cross web site.
- Remove the “s” from the end of “https.”
- Click OK to save your change.

You can make the change immediately. The address may not be changing until later in November, but if you make the update now, you will not get a “Page not found” error now or later when the change is made.

Get moving and join us for Alberta Winter Walk Day 2014

On **Wednesday, February 5**, Alberta Blue Cross challenges you, your co-workers and your family to bundle up, step outside and participate in Alberta Winter Walk Day 2014.

A province-wide initiative to get Albertans up and moving during the winter months, Winter Walk Day celebrates our Alberta winter while promoting the year-round health benefits of walking. On this day, all Albertans are encouraged to walk at least 15 minutes outside, then record the total minutes walked and register the number of minutes online at **www.shapeab.com**.

Winter Walk Day is sponsored by Alberta Blue Cross, the Alberta Motor Association and SHAPE Alberta (*Safe, Healthy, Active, People Everywhere*) in partnership with the Be Fit for Life network and the Alberta Sport, Recreation, Parks and Wildlife Foundation.

Connect with us

Why wait for the next issue of *For Your Benefit*? To stay up-to-date about the latest in Alberta Blue Cross plan updates, follow us on Facebook and Twitter. Get instant updates as they happen. We'll keep you informed regarding potential plan or coverage changes, we'll share tips to help you make the most of your group benefit plan and we'll offer interesting health news as well as details about our ongoing community involvements. Connect with us today!



Join our Facebook page to get the latest news and highlights.



Stay in the loop with tweets about Alberta Blue Cross products, services and events.

Round-the-clock member services: What drugs are covered under my plan?

When you register to use the Alberta Blue Cross secure web site for plan members, you gain instant access to information about your claims and benefits.

Did you know that you can even find out what prescription drugs are covered under your plan? Once you are registered to use the web site, simply click on “Is your drug covered” under “Tools and information” on the home page and you can easily look up specific drugs to see if they are covered under your plan.

Visit **www.ab.bluecross.ca/online_services** to start using this convenient service.

Have a question about your coverage?



We're here to help!



Edmonton 780-498-8000

Calgary 403-234-9666

Toll free 1-800-661-6995

www.ab.bluecross.ca

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