

FOR YOUR Benefit

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



Investing in healthy communities

Creating healthier communities is a key component of encouraging healthy lifestyles of Albertans. That's why Alberta Blue Cross is committed to investing \$1 million over a five-year period to support and promote active living in communities across Alberta through our Healthy Communities Grant Program.

The second year of the grant program is currently underway. Four \$50,000 grants will be awarded to specific infrastructure projects around Alberta that promote community health, ranging from children's playgrounds and outdoor adult gyms to cycling paths and walking trails.

More information about the grant program, including application details, is available on our web site at www.ab.bluecross.ca/aboutus/healthy-communities-grant.html.

One of Alberta's most loved brands



Alberta Blue Cross has been ranked one of Alberta's Top 10 Most Loved Brands in a recent study by the Canadian marketing research firm, Ipsos. A big thank you to Alberta consumers for recognizing our commitment to earning and maintaining your trust and confidence; providing you with unparalleled products, service and value; and making a genuine contribution to the communities we serve.

The member services web site: making your life easier

Join the growing number of plan members who are using the Alberta Blue Cross member services web site to manage their claim and benefit information online.

Access to your plan information is available seven days a week—where you want it, when you want it.

Submit your dental claims online

Alberta Blue Cross is committed to providing an unparalleled plan member experience, leading the benefits industry with over 90 per cent of all claims direct billed by providers at the point of service. In instances where plan members do submit claims for reimbursement, we strive to make claiming simple and fast. For two years, Alberta Blue Cross plan members have been submitting their claims online. Now—because this has been such a success with health, drug, vision and spending accounts—we are adding the ability to submit dental claims online as well.

To submit your dental claims, sign in to the member services web site on your desktop or mobile device then simply click on "Submit a claim" and choose "Dental" from the list of claim types on the next page.

Step-by-step instructions will guide you through the process of entering the information required. All the information you need is contained in the form provided to you by your dental provider when you paid for the services.

How to find a provider who direct bills

Avoid having to pay the full cost of your eligible claims out-of-pocket by using the direct billing provider lookup function on the member services web site. It's simple to use. Once you're signed in, click the "Find a provider" link on the bottom of the homepage and follow the steps.

Check out our redesigned web site —now mobile friendly

Our member services web site has recently been optimized for viewing on mobile devices. Since many individuals use our public web site () as an entrance to the member site, we felt it was important to make it mobile-friendly as well. We took this opportunity to refresh the appearance of the site and add new features to make it easier to navigate.

Below are a few of the new features you may notice:

- 1 Drop-down “mega-menu” navigation at the top of the page (big, two-dimensional drop-down panels that groups navigation options to eliminate scrolling and use typography and icons to explain users’ choices).
- 2 Search functionality.
- 3 Orange “Sign in” button at the top of every page with direct links to our secure sites.
- 4 Comprehensive footer that functions as a site map.
- 5 Contact us page featuring maps.

Did you know . . . With your mobile phone, you can photograph a receipt and automatically upload it if required.

The screenshot shows the Alberta Blue Cross website with several features highlighted:

- 1**: A green circle highlights the "Plan members" dropdown menu in the top navigation bar.
- 2**: A green circle highlights the orange "Sign In" button in the top right corner.
- 3**: A green circle highlights the search bar in the top right corner.
- 4**: A green circle highlights the comprehensive footer area, which includes links for Plan administrators, Providers, and Health & Wellness resources.
- 5**: A green circle highlights the "Contact us" page featuring a map.



New adults get new cards

When your dependents approach the age of 18, Alberta Blue Cross will send them new ID cards. This is an automatic process that occurs as dependents reach the age of majority. Remember that a new card does not entail changes in benefits or alterations to family coverage.

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 icon] and [Twitter icon]. 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.

Have a question about your coverage?

We're here to help!

ALBERTA BLUE CROSS®

Edmonton 780-498-8000
Calgary 403-234-9666
Toll free 1-800-661-6995

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