Salary Continuance user guide

This guide will walk you through how to submit a Salary Continuance claim through the Plan Administrator portal.

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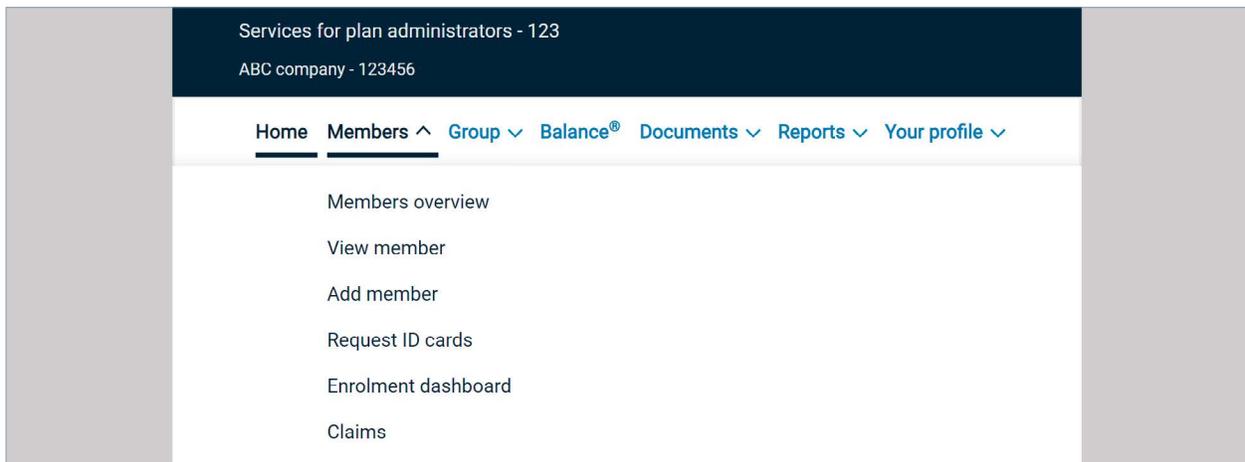# Table of contents

Salary Continuance

Salary Continuance is self-insured, short term disability benefits maintained and controlled by the group. Salary Continuance is professionally managed and supported by Alberta Blue Cross.

Note: A member can only have one open Salary Continuance claim at a time.
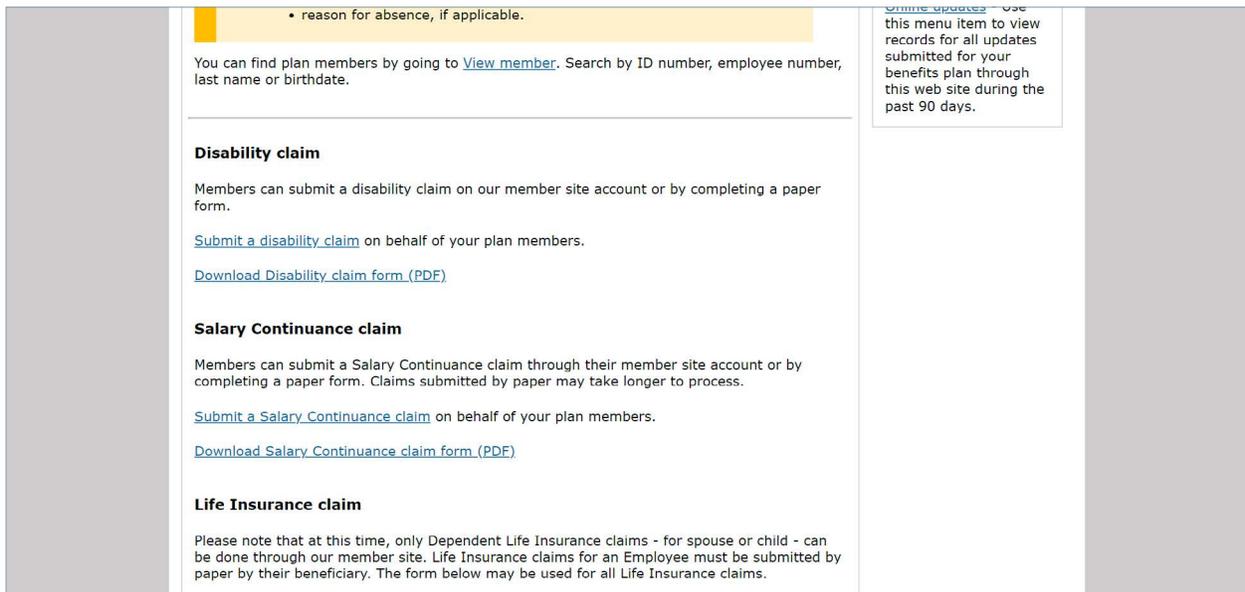
Plan administrators

HOW TO SUBMIT A SALARY CONTINUANCE CLAIM ONLINE

1. Go to **ab.bluecross.ca.** Click the **Sign in** button, then click **Group plan administrators** and log in with your credentials. Once you are logged in, click the **Members** tab, then select **Claims.**

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ABC company - 123456

Home   Members ^   Group ˅   Balance®   Documents ˅   Reports ˅   Your profile ˅

Members overview

View member

Add member

Request ID cards

Enrolment dashboard

Claims

2. Under the **Salary Continuance claim** header, select **Submit a Salary Continuance claim.**

• reason for absence, if applicable.

You can find plan members by going to View member. Search by ID number, employee number, last name or birthdate.

Online updates – use this menu item to view records for all updates submitted for your benefits plan through this web site during the past 90 days.

Disability claim

Members can submit a disability claim on our member site account or by completing a paper form.

Submit a disability claim on behalf of your plan members.

Download Disability claim form (PDF)

Salary Continuance claim

Members can submit a Salary Continuance claim through their member site account or by completing a paper form. Claims submitted by paper may take longer to process.

Submit a Salary Continuance claim on behalf of your plan members.

Download Salary Continuance claim form (PDF)

Life Insurance claim

Please note that at this time, only Dependent Life Insurance claims - for spouse or child - can be done through our member site. Life Insurance claims for an Employee must be submitted by paper by their beneficiary. The form below may be used for all Life Insurance claims.

3. Search for the member.

4. Check the acknowledgement and consent and select **Submit an online claim.**

5. Follow steps 1 to 3 of the submission wizard and answer all questions, clicking **Save and continue** each time.

Submission wizard step 1

Submission wizard step 2

6. On step 4 of the submission wizard, attach relevant documents by selecting a document type from the drop-down menu and choosing the file you want to upload.

Once you have chosen a file, click the **Add file** to include it in your submission.

Once all files are added, click **Save and continue.**

Note: A maximum of 10 files can be uploaded in one submission with a total maximum size of 200 MB.

7. Ensure all the information entered is correct. If any changes are required, click the **Edit** button on the applicable section. When ready, click **Submit** to finish the submission.

8. You will see a confirmation number with a PDF option to print. You will also see a case number and submission date.

PDF copy example

HOW TO SUBMIT A SALARY CONTINUANCE PAPER CLAIM

1. Go to **ab.bluecross.ca.** Click the **Sign in** button, then click **Group plan administrators** and log in with your credentials. Once you are logged in, click the **Members** tab, then select **Claims.**

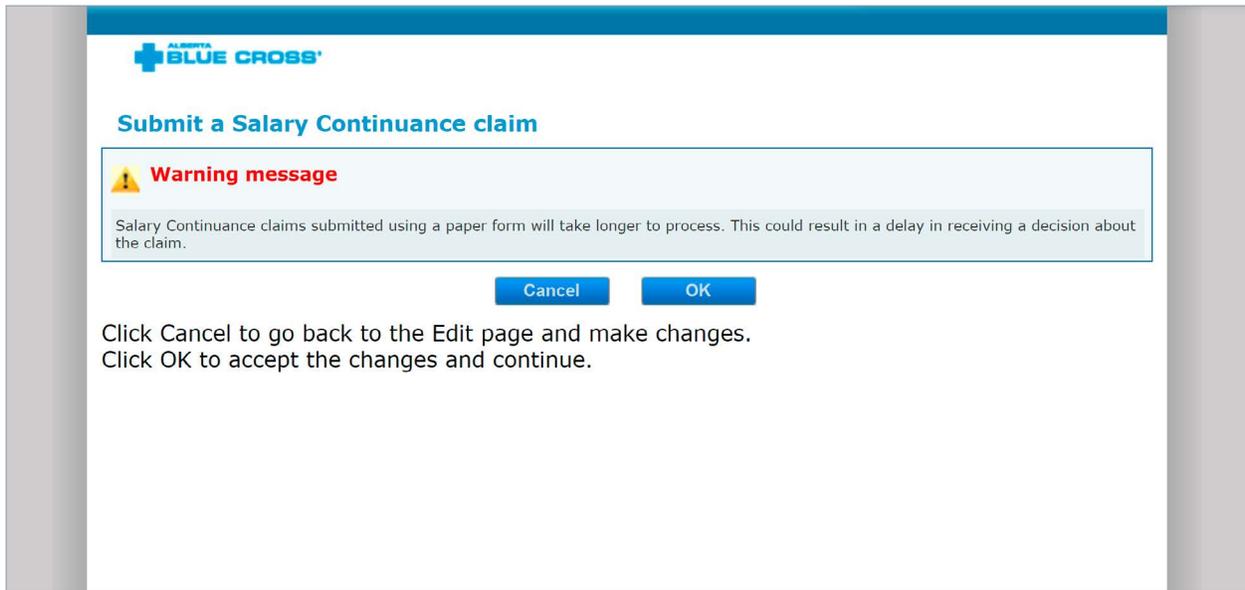2. Under the **Salary Continuance claim** header, select **Submit a Salary Continuance claim.**

3. Search for the member.


4. Check the acknowledgement and consent and select Submit a paper claim.

5. A warning message will appear advising that paper claims will take longer to process. Click **OK** to continue.

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Submit a Salary Continuance claim

⚠️ **Warning message**

Salary Continuance claims submitted using a paper form will take longer to process. This could result in a delay in receiving a decision about the claim.

[Cancel]   [OK]

Click Cancel to go back to the Edit page and make changes.
Click OK to accept the changes and continue.

6. Answer all questions on step 1 of the submission wizard and click **Save and continue.**
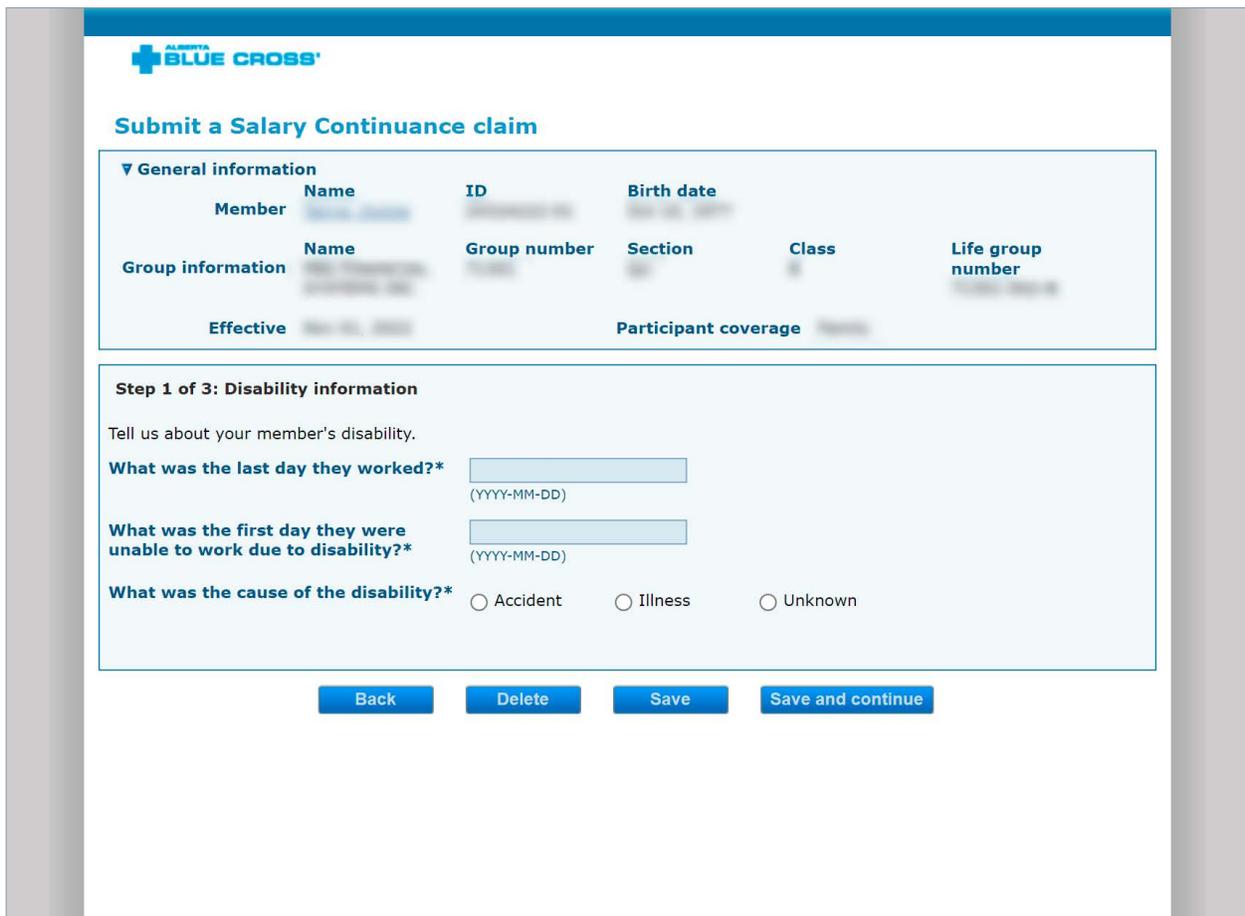
BLUE CROSS

Submit a Salary Continuance claim

▼ **General information**

	Name	ID	Birth date		
Member					

	Name	Group number	Section	Class	Life group number
Group information					

Effective		**Participant coverage**		

Step 1 of 3: Disability information

Tell us about your member's disability.

What was the last day they worked?* [   ]
(YYYY-MM-DD)

What was the first day they were unable to work due to disability?* [   ]
(YYYY-MM-DD)

What was the cause of the disability?* ○ Accident   ○ Illness   ○ Unknown

[Back]   [Delete]   [Save]   [Save and continue]

7. Attach relevant documents by selecting a document type from the drop-down menu and choosing the file you want to upload.

Once you have chosen a file, click the **Add file** to include it in your submission.

Once all files are added, click **Save and continue.**

Note: You must upload the Employer Statement.

Note: A maximum of 10 files can be uploaded in one submission with a total maximum size of 200 MB.

8. Ensure all the information entered is correct. If any changes are required, click the **Edit** button on the applicable section. When ready, click **Submit** to finish the submission.

9. You will see a confirmation number with a PDF option to print. You will also see a case number and submission date.

PDF copy example

DOCUMENT UPLOAD

The document upload function is a secure means of sending confidential information to Alberta Blue Cross.

1. Go to **ab.bluecross.ca.** Click the **Sign in** button, then click **Group plan administrators** and log in with your credentials. Once you are logged in, click the **Documents** tab, then select **Upload documents.**
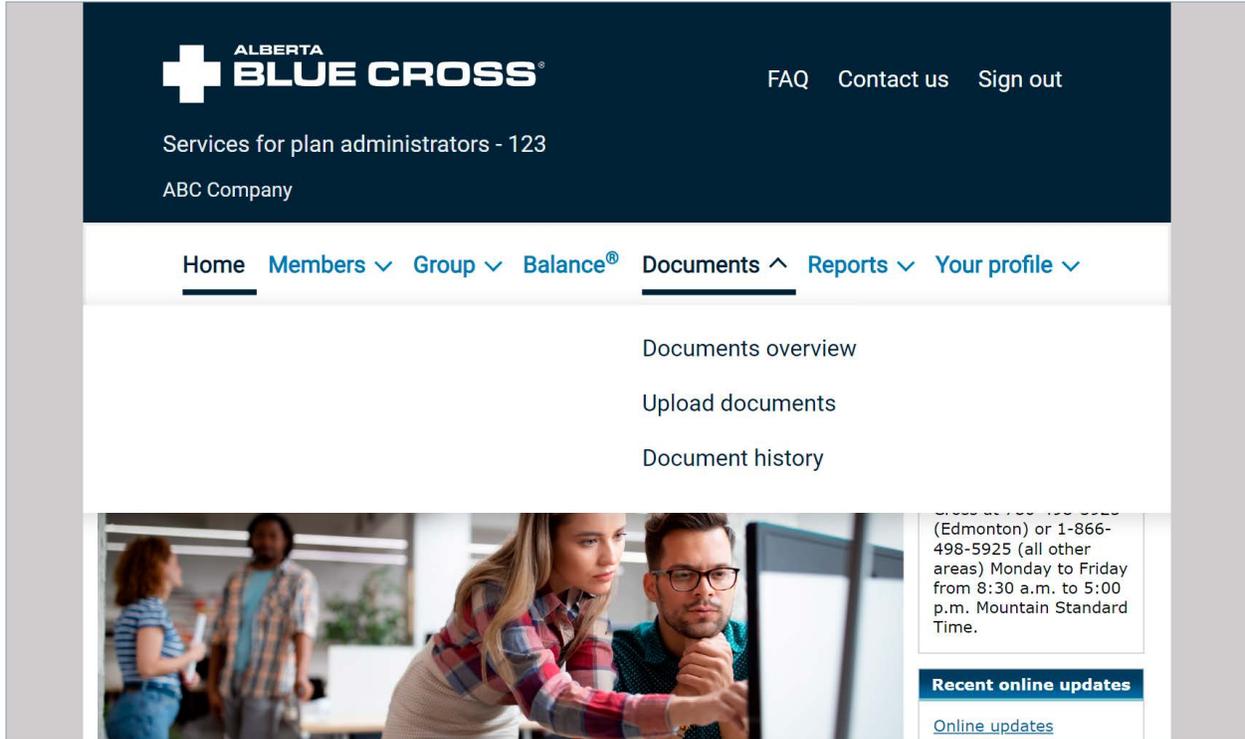
2. A question box will appear. For any documents related to a life or disability claim, including Salary Continuance, answer **Yes** and click **Next.**
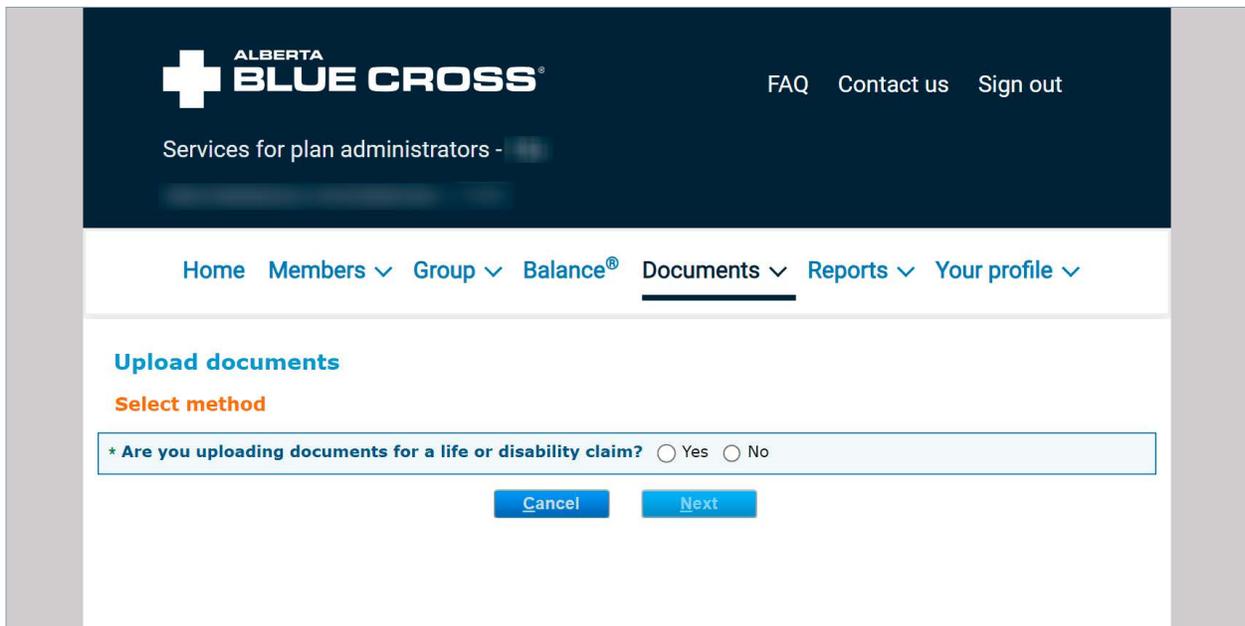
3. Search for the member.

4. Once you find the member, you will see an overview page with the member's info, including all life and disability documents that have been previously uploaded. Look at the document list to confirm the file has not been previously uploaded. If the file is not already listed, click **Upload Document** to continue.

5. From the drop-down menus, select the appropriate claim type and document type. Click **Choose File** to select the file you want to upload.

Once you have chosen a file, click **Add file** to include it in your submission.

Once all files are added, click **Submit.**

Note: A maximum of 10 files can be uploaded in one submission with a total maximum size of 200 MB.

6. You will see a confirmation number with a PDF option to print.

PDF copy example

REPORTING

You can use two methods to obtain updates on member claims.

Member profile

1. Go to **ab.bluecross.ca.** Click the **Sign in** button, then click **Group plan administrators** and log in with your credentials. Once you are logged in, click the **Members** tab, then select **View member.**

2. Search for the member.

3. Select the **Life/disability** tab, followed by the **Claims** tab. Find the appropriate claim and click the hyperlink under **Claim number.**

4. The claim information will be displayed. Click **OK** to exit.
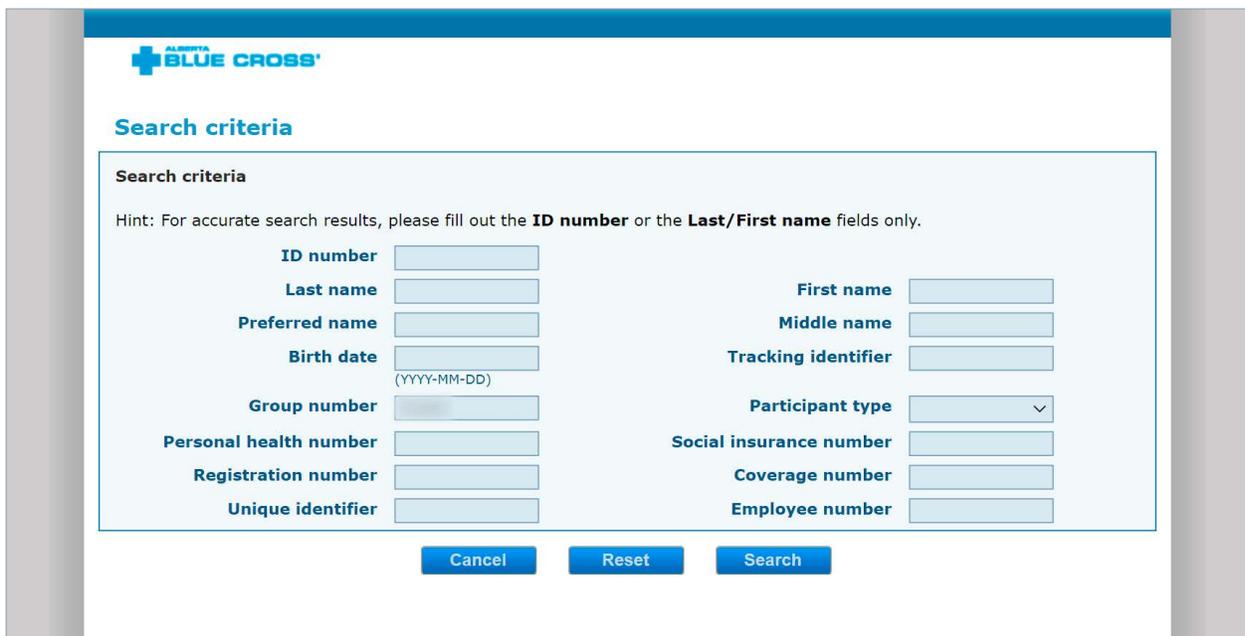
Disability Claim Status Report

1. Go to **ab.bluecross.ca.** Click the **Sign in** button, then click **Group plan administrators** and log in with your credentials. Once you are logged in, click the **Reports** tab, then select **Request report.**

   Note: these reports will only provide information up to the end of the previous month.
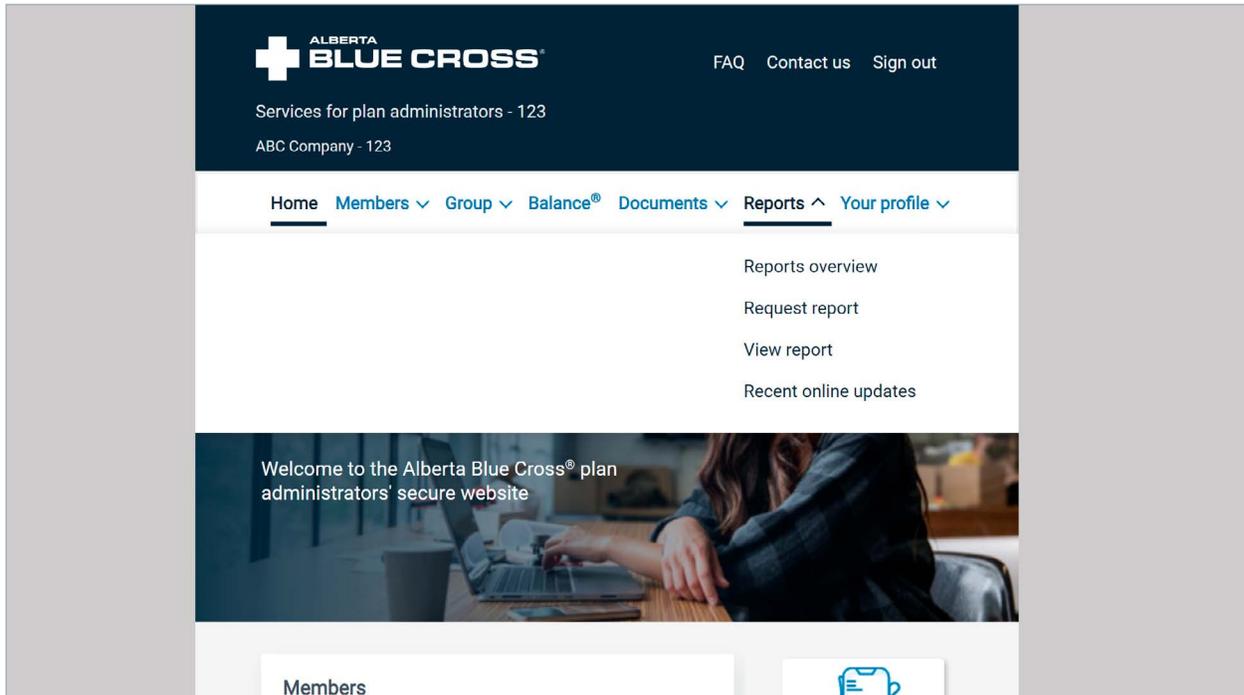
2. Select whether you want to report by group or by section. Click **Next.**
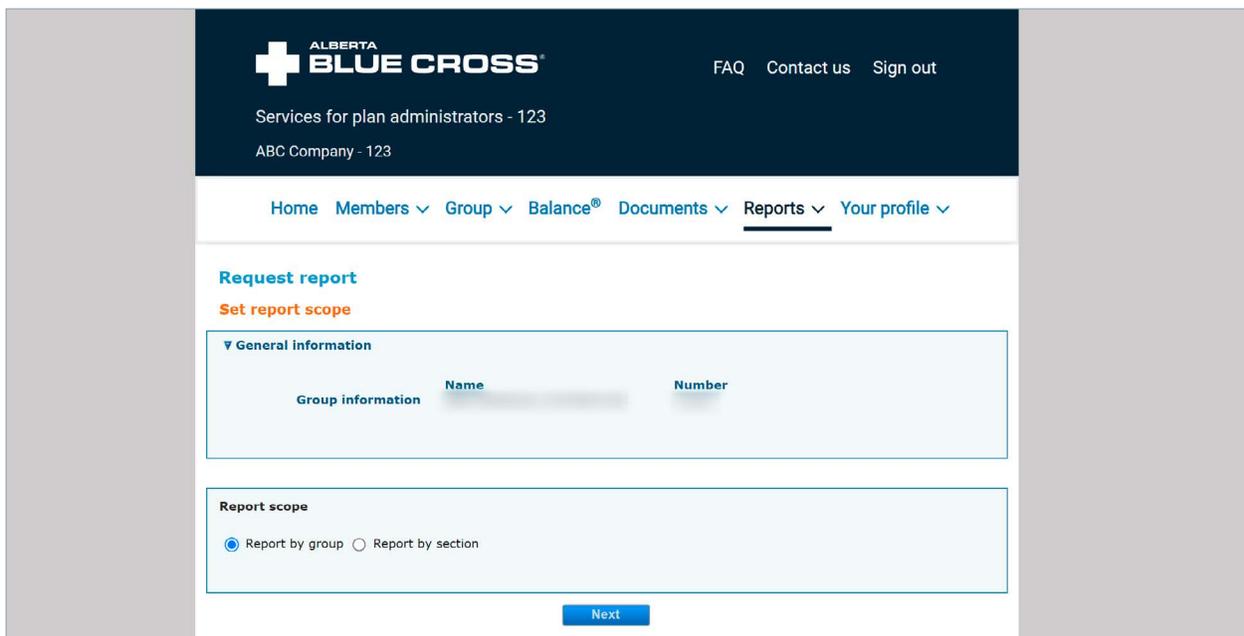
3. Go to the **Life reports** section. Select **Disability Claim Status Report** in either .pdf or .csv format. Choose the date range you are looking for and click **Next.**

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ABC Company - 123

Home Members ∨ Group ∨ Balance® Documents ∨ Reports ∨ Your profile ∨

Request report

Select report

▼ General information

Group information   **Name**   **Number**

Report and date

Description of all available reports

Health and Dental reports

| Report	From		To	
☐ Health Claims and Premium by Month	2022 ∨	Apr ∨	2024 ∨	Aug ∨
☐ Health Benefit Summary	2022 ∨	Apr ∨	2024 ∨	Aug ∨
☐ Health and Dental Claims Summary	2022 ∨	Apr ∨	2024 ∨	Aug ∨
☐ Drug Profile by Pharmacologic-Therapeutic Classification PTC	2022 ∨	Apr ∨	2024 ∨	Aug ∨
☐ Drug Claims by Category	2022 ∨	Apr ∨	2024 ∨	Aug ∨
☐ Distribution of Drug Claims by Dollar Range	2022 ∨	Apr ∨	2024 ∨	Aug ∨
☐ Dental Claims and Premium by Month	2022 ∨	Apr ∨	2024 ∨	Aug ∨
☐ Top 75 Dental Procedures	2022 ∨	Apr ∨	2024 ∨	Aug ∨
☐ Dental Claims by Category	2022 ∨	Apr ∨	2024 ∨	Aug ∨
☐ Distribution of Dental Claims by Dollar Range	2022 ∨	Apr ∨	2024 ∨	Aug ∨
☐ Drug and EHB Claims by Participant in excess of $10,000	2022 ∨	Apr ∨	2024 ∨	Aug ∨
☐ Drug Listing (Brand Name vs. Generic) Report - PDF	2022 ∨	Apr ∨	2024 ∨	Aug ∨
☐ Employee vs. Dependent Report - PDF	2022 ∨	Apr ∨	2024 ∨	Aug ∨
☐ Distribution of Claims By Age - PDF	2022 ∨	Apr ∨	2024 ∨	Aug ∨
☐ Spending Account Credit Utilization By Benefit - PDF	2022 ∨	Apr ∨	2024 ∨	Aug ∨
☐ Top 150 Drug Profile	2022 ∨	Apr ∨	2024 ∨	Aug ∨
☐ Detailed Standard Credit Report			As of Jul 2024	

Life reports

Report	From		To	
☐ Life and Disability Volume Summary by Age Band and Gender			As of Jul 2024	
☐ Disability Claim Status Report - PDF	2022 ∨	Apr ∨	2024 ∨	Jul ∨
☐ Disability Claim Status Report - CSV	2022 ∨	Apr ∨	2024 ∨	Jul ∨
☐ Short Term Disability Claims Report	2022 ∨	Apr ∨	2024 ∨	Jul ∨
☐ Long Term Disability Claims Report	2022 ∨	Apr ∨	2024 ∨	Jul ∨
☐ Life and Disability Claims Report	2022 ∨	Apr ∨	2024 ∨	Jul ∨
☐ Life and Disability Active Member Summary Report			As of Jul 2024	
☐ Life and Disability Premiums Report	2022 ∨	Apr ∨	2024 ∨	Jul ∨

Back   Next

Privacy policies | Terms of use

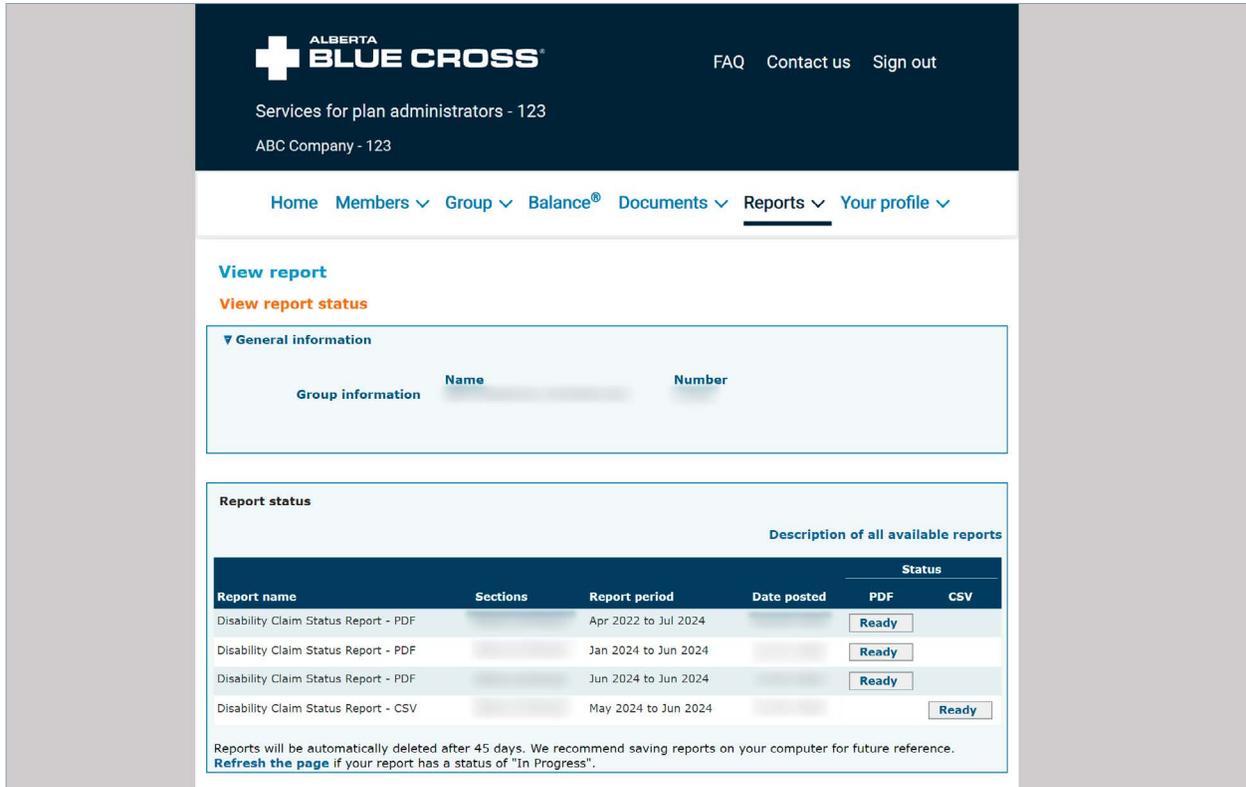4. You will be taken to the review page, which shows all the reports being requested. Click **Submit** to proceed.

5. The confirmation page will appear to confirm that the report has been requested. Click **View report** to proceed.

6. The available reports will be displayed. Click **Ready** by each report to view.

   Note: If your report is not ready, click the **Refresh the page** hyperlink.

7. Once opened, the Disability Claim Status Report will show all claims within the selected date range.

Restricted users
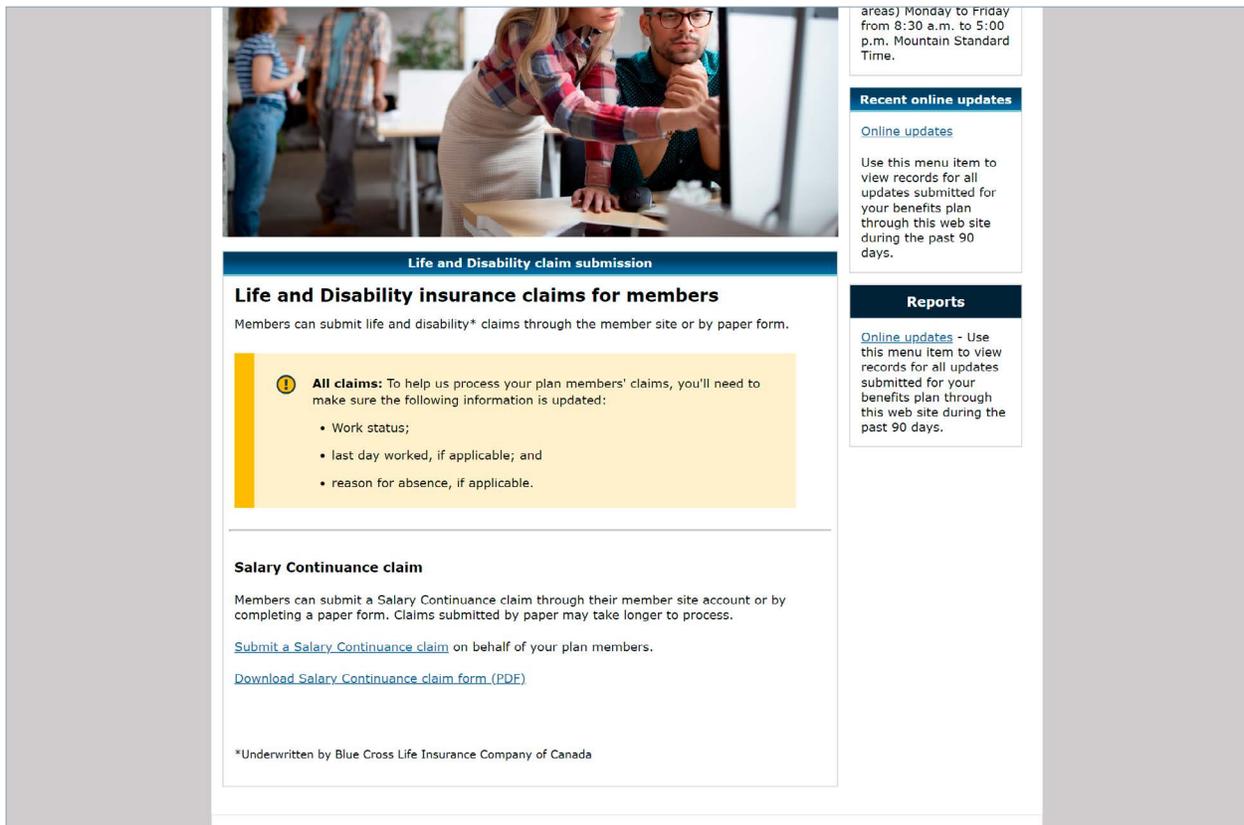
HOW TO SUBMIT A SALARY CONTINUANCE CLAIM ONLINE

1. Go to **ab.bluecross.ca.** Click the **Sign in** button, then click **Group plan administrators** and log in with your credentials. Once you are logged in, click the **Members** tab, then select **Claims.**

   Note: A restricted user only has access to either submit a Salary Continuance claim through a guided wizard, or through a secure document upload. They do not have access to view member data or view claim updates.
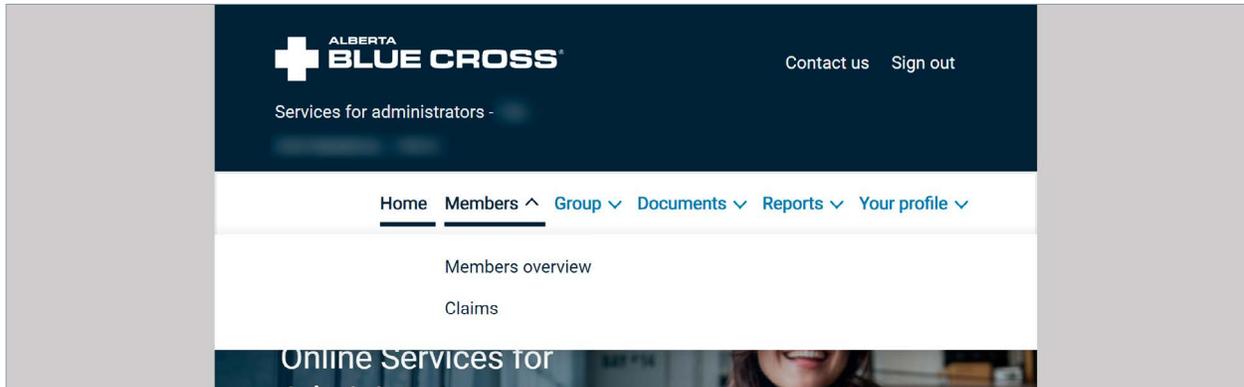
   Select **Submit a Salary Continuance claim.**

2. Check the acknowledgement and consent and select **Submit an online claim.**

3. Enter the member data and click **Next.**

4. Follow steps 1 to 3 and answer all questions, clicking **Save and continue** each time.

Submission wizard step 1

Submission wizard step 2

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Submit a Salary Continuance claim

▼ **General information**

                      ☑ Edit

          ID   **First name**   **Last name**   **Birth date**

Member

          Name   **Group number**

Group information

Step 2 of 5: Employment information

Provide details about your member's work status.

Did they return to work after Dec 12, 2012?*   ○ Yes   ○ No

[Back] [Cancel] [Next]

Submission wizard step 3

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Submit a Salary Continuance claim

▼ **General information**

                      ☑ Edit

          ID   **First name**   **Last name**   **Birth date**

Member

          Name   **Group number**

Group information

Step 3 of 5: Additional information

Please provide the member's preferred contact information and any other relevant details that would be helpful to know.

                            0/2000

[Back] [Cancel] [Next]

5. Attach relevant documents by selecting a document type from the drop-down menu and choosing the file you want to upload from your computer.

Once you have chosen a file, click **Add file** to include it in your submission.

Once all files are added, click **Next.**

Note: A maximum of 10 files can be uploaded in one submission with a total maximum size of 200 MB.

6. Ensure all the information entered is correct. If any changes are required, click the **Edit** button on the applicable section. When ready, click **Submit** to finish the submission.

7. You will see a confirmation number with a PDF option to print, as well as a submission date.

PDF copy example

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10009-108 Street NW, Edmonton, AB T5J 3C5
Telephone: 587-756-8631 or 1-800-763-6206
Fax: 780-441-2605 or 1-855-660-2605
Email: LifeandDisabilityClaimsInquiries@ab.bluecross.ca
www.ab.bluecross.ca

Salary Continuance claim submission

Login Id:
Confirmation number:

Date: Time:

General information

Member	Name		ID	Birth date	Over-age class
Group information	Name		Group	Section	Class	Life group number
	Effective		Participant coverage		

Disability information

What was the last day they worked?

What was the first day they were unable to work due to disability?

What was the cause of the disability?

Is this condition due, or related to, an occupational illness or accident (past or present)?
How did this accident occur?

Employment information

Did they return to work since Dec 12, 2012?

Additional information

Please provide the member's preferred contact information and any other relevant details that would be helpful to know.
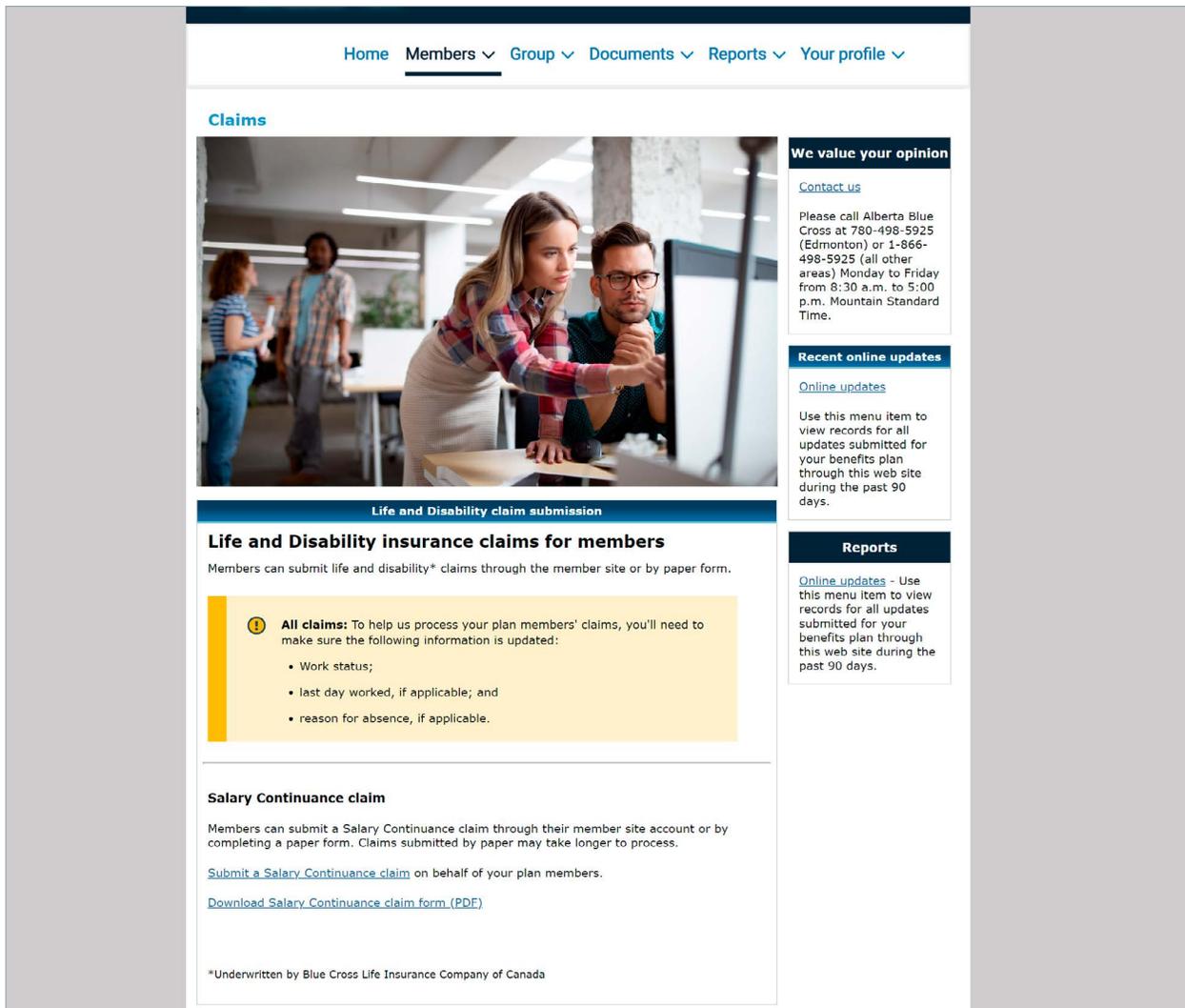
Document upload

Document type: Employee statement

HOW TO SUBMIT A SALARY CONTINUANCE PAPER CLAIM

1. Go to **ab.bluecross.ca.** Click the **Sign in** button, then click **Group plan administrators** and log in with your credentials. Once you are logged in, click the **Members** tab, then select **Claims.**
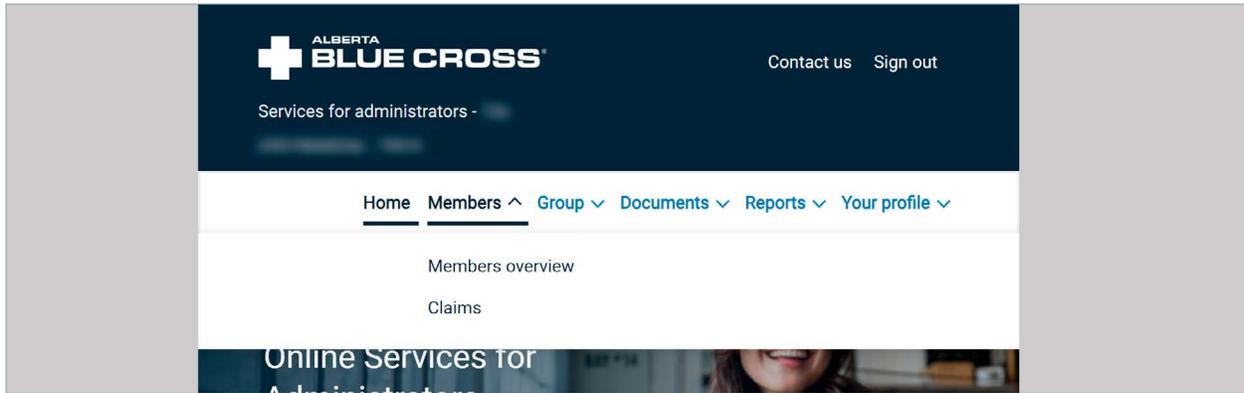
2. Select Submit a **Salary Continuance claim.**

3. Check the acknowledgement and consent and select **Submit a paper claim.**

4. A warning message will appear advising that paper claims will take longer to process. Click **OK** to continue.

5. Enter the member data and click **Next.**

6. Answer all questions on step 1 and click **Next.**

7. Attach relevant documents by selecting a document type from the drop-down menu and choosing the file from your computer.

Once you have chosen a file, click **Add file** to include it in your submission.

Once all files are added, click **Save and continue.**

Note: You must upload the Employer Statement.

Note: A maximum of 10 files can be uploaded in one submission with a total maximum size of 200 MB.

8. Ensure all the information entered is correct. If any changes are required, click the **Edit** button on the applicable section. When ready, click **Submit** to finish the submission.

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PDF copy example

DOCUMENT UPLOAD

1. Go to **ab.bluecross.ca.** Click the **Sign in** button, then click **Group plan administrators** and log in with your credentials. Once you are logged in, click the **Documents** tab, then select **Upload documents.**

2. Attach relevant documents by selecting a document type from the drop-down menu and choosing the file from your computer.

Once you have chosen a file, click **Add file** to include it in your submission.

Once all files are added, click **Submit.**

Note: A maximum of 10 files can be uploaded in one submission with a total maximum size of 200 MB.

3. You will see a confirmation number with a PDF option to print.

PDF copy example

REPORTING

There is no available reporting for restricted users as this access is intended for submission purposes only.

CONTACT US WITH QUESTIONS OR CONCERNS

If you have difficulties accessing or using the administrator site, please contact the Group Plan Administrator Support department at **groupeligibility@ab.bluecross.ca**, or call **780-498-5925** (Edmonton and area), or toll-free at **1-866-498-5925** (Canada and the U.S.).

Office hours: **Monday–Friday, 8:30 a.m. to 5:00 p.m.(MT)**.

If you have questions regarding your claims, please contact the Life & Disability Services department at **LDCS@ab.bluecross.ca** or call **587-756-8631** (Edmonton and area), or toll-free at **1-800-763-6206** (Canada and the U.S.).

Office hours: **Monday–Friday, 8:30 a.m. to 4:30 p.m.(MT).**