

Saskatchewan Blue Cross Group Member Services App

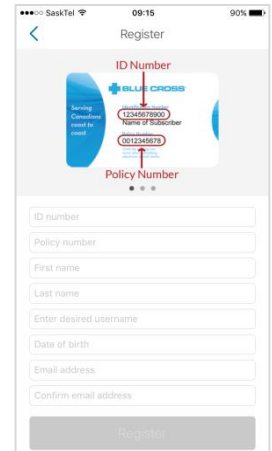
Login/Register Guide

Register

To get access to the secure and private Saskatchewan Blue Cross Group Member Services App you will need to set up a username and password. You will need the Policy Number and ID Number located on your member card to complete this process, as well as your name, date of birth and email address.

The information you enter must match the information Saskatchewan Blue Cross has on file.

1. Select your card type from the images provided.
2. Enter your ID Number, Policy Number, First Name, Last Name, Username of your choosing, Date of Birth, Email Address. Include all zeros when entering your ID and Policy Numbers. Press the Register button.
3. A confirmation email containing a temporary password will be sent to the email address you provided.
4. Login with the temporary password and it will prompt you to reset your password.
5. Login with your new username and password.



Forgot username / password

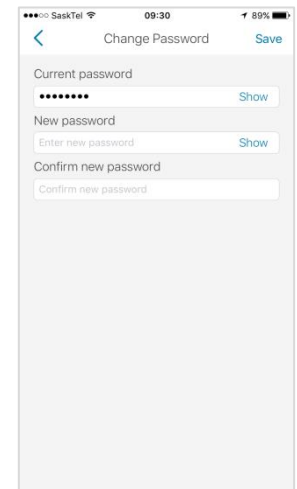
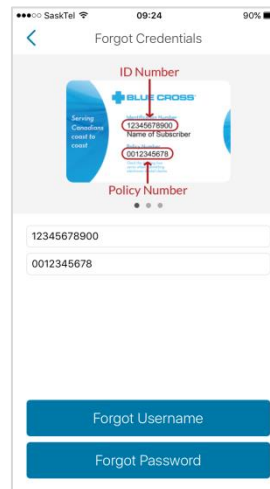
Select *Forgot Username or Password* on the home screen and follow the on screen instructions. You will need the Policy Number and ID Number located on your member card to complete this process.

Forgot username

1. Enter your ID Number and Policy Number. Include all zeros. Press the Forgot Username button.
2. An email containing your username will be sent to the email address on file.

Forgot password

1. Enter your ID Number and Policy Number. Include all zeros. Press the Forgot Password button.
2. An email containing a temporary password will be sent to the email address on file.
3. Login with the temporary password will prompt you to reset your password (must be different from your previous 5 passwords).



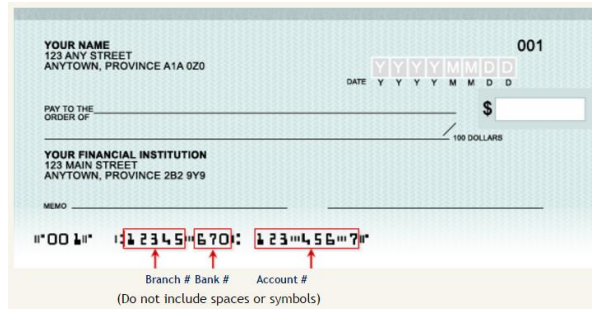
If you have any questions about registering for the Saskatchewan Blue Cross Group Member Services App, contact us by email at service@sk.bluecross.ca or call us at 1.800.667.6853.

Saskatchewan Blue Cross Group Member Services App

Submit a Claim Guide

Mobile app claim submits require Direct Deposit for payment from Saskatchewan Blue Cross. Please contact your Group Administrator to register for direct deposit.

If you've registered for direct deposit you can edit your banking information in the My Account or Submit a Claim sections of the secure and private Saskatchewan Blue Cross Group Member Services app. Find the branch, bank and account numbers for your account by looking at your cheque or by contacting your financial institution.



Once your banking information is set up, you're ready to start submitting claims.

1. Upload a picture of your receipt. Options:

- Take a picture without closing the app.
- Choose a picture from your picture library that you took before starting your claim.

Attach up to 10 documents (photos) to your claim.

2. Answer the claims questions about other coverage.
3. Answer the claims questions about treatment for accident.
4. Confirm your banking information is correct.
5. Agree to the Terms and Conditions.
6. Submit Claim.

You will receive an on-screen confirmation that your claim has been submitted, as well as a confirmation email. We don't need the original receipt; however, we recommend you keep it for at least 12 months.

You can view your submitted claims in the My Claims section.

If you have any questions about setting up Direct Deposit or submitting a claim on the Saskatchewan Blue Cross Group Member Services App, contact us by email at service@sk.bluecross.ca or call us at 1.800.667.6853.

