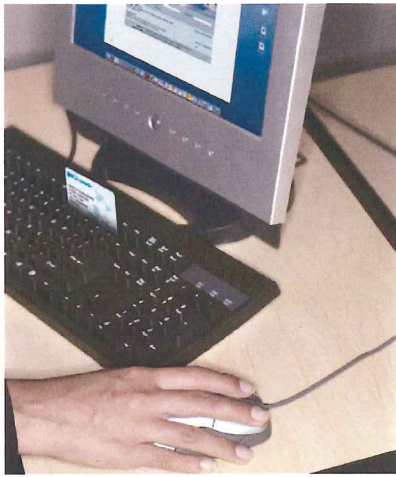




CARDHOLDER WEBSITE Instructions for Members



TECHNOLOGY WORKING FOR YOU

Medavie Blue Cross is continually developing its web technology to respond to the needs of our customers. One such innovation, the Cardholder Site, will help you better understand, manage and co-ordinate your benefit plan.

The Cardholder Site is simple to use and is delivered in a secure environment. Now, when you want to access general information about your plan, view your claims and payment history or print generic claim forms, you just have to click your mouse. The Cardholder Site is available 24 hours a day, seven days a week from home or work—all you need is an Internet connection. The Cardholder Site makes life easier for you.

ON THE CARDHOLDER SITE

Depending on your group, a variety of options may be available to you.

Coverage Inquiry: Detailed information about the member's Blue Cross benefit plan

Forms: Printable versions of generic Medavie Blue Cross claim forms

Member Information:

- Members can view and/or update address information (*where applicable*)
- Request new identification cards (*where applicable*)
- Add/update banking information for direct deposit of claim payments (*where applicable*)

Member Statements:

- Members can view claims history for member and dependents
- View record of payments issued to member and/or the service provider
- View Health Spending Account balances (*where applicable*)

FIRST-TIME ACCESS TO THE CARDHOLDER SITE

1. Log on to the Medavie Blue Cross website at www.medavie.bluecross.ca and select *English*
2. From the **e-Service Centre** menu located at the right of the page, select *For Cardholders/Member Services*
3. Under the Cardholder/Member Services heading, select *Go to secure site*
4. Once you reach the entrance to the secure site, select *1st Time, Register Now*
5. Click on the image of the card that most resembles yours
6. Complete the online registration form
7. A temporary password will be e-mailed to the e-mail address entered during registration
8. Return to the Cardholder Site and enter the user ID and temporary password
9. You will be prompted to change the password. Click *Submit* to save the new password.
10. Click *Logon* once the changes are saved

Please ensure you
make note of your
user ID and password
for future reference.

PLEASE NOTE: For security reasons, the Cardholder Site is for use of the cardholder/member only. Dependents and other family members will not have access to the site.

We look forward to helping you take advantage of our online technology. For further information on the Cardholder Site, or for any questions about your Medavie Blue Cross benefit plan, please contact our Customer Information Centre toll free at the number on the back of your identification card or e-mail inquiry@medavie.bluecross.ca.

WWW.MEDAVIE.BLUECROSS.CA

