

## First-time access to the plan member website

1. Go to the Medavie Blue Cross website at [medaviebc.ca](http://medaviebc.ca)
2. At the top right of the page, select **Login**
3. Click **Plan Members**, then **Register Now**
4. Complete the online registration form (you will need your card)
5. You will get an email with a link to activate your account
6. Once your account has been activated, use the email and password you set during registration to login

**Please note:** For security reasons, the plan member website is for use of the cardholder/member only. Dependents and other family members will not have access to the site.

## Simple and secure

The Medavie Blue Cross plan member website will help you better understand, manage and co-ordinate your benefit plan. The plan member website is simple to use, convenient, and delivered in a secure environment.

## On the plan member website

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

**Coverage Inquiry:** Detailed information about your benefit plan

**Forms:** Printable versions of generic Medavie Blue Cross claim forms

**Claims Submission:** Submit claims and check on their status with our Claims Tracker feature

### Member Information:

- View and/or update address information (where applicable)
- Request new identification cards (where applicable)
- Access your digital ID card
- Add/update banking information for direct deposit of claim payments (where applicable)

### Member Statements:

- View claims history for yourself and your dependents
- View record of payments issued to you and/or the service provider
- View Health Spending Account and Personal Wellness Account balances (where applicable)



For further information on the plan member website, or for any questions about your Medavie Blue Cross benefit plan, please contact our Customer Information Centre at the toll-free number on the back of your identification card or e-mail [inquiry@medavie.bluecross.ca](mailto:inquiry@medavie.bluecross.ca).