

# Group Administrator Portal

## (GAP) USER GUIDE

June 2023



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## Introduction

We are committed to working with our customers to ensure we are providing you with the best tools, resources, and services to manage your accounts with Saskatchewan Blue Cross.

As our world's technology continues to evolve, we are committed to making ongoing enhancements to provide you with the most efficient, flexible, and user-friendly services.

As part of this evolution, we've updated our Group Administrator Portal to make it easier for you to input time and access information.

Your feedback drives our continuous improvement. If at any time, if you have questions or comments about your user experience, please contact your Saskatchewan Blue Cross representative. As always, we look forward to supporting you.

## Logging In

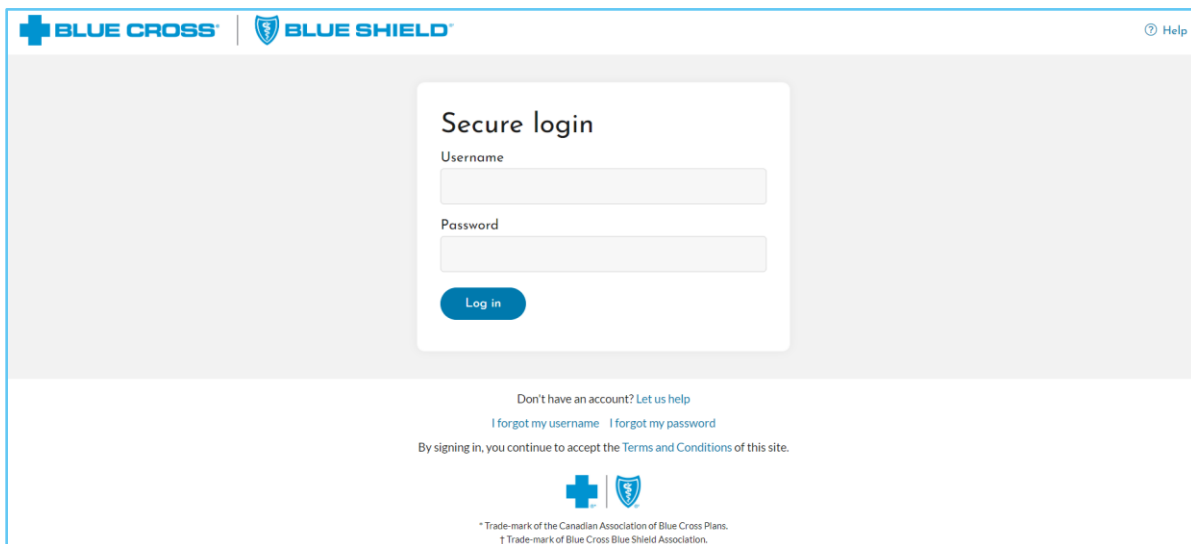
- Go to [www.sk.bluecross.ca](http://www.sk.bluecross.ca)
- Click **Login** on the navy toolbar
- Under Login, click on **Group Administrator Portal**
- Enter your User ID and password.
  - » If you are a new Group Administrator, your User ID was sent to you in a separate email from [no\\_reply@bluecross.ca](mailto:no_reply@bluecross.ca).
  - » Your temporary password was sent to you in an email from [no\\_reply@bluecross.ca](mailto:no_reply@bluecross.ca)
- Click Login.

## New Group Administrators

If you are a new Group Administrator, you will need to:

- Change your password.
  - » Select a new password following the criteria provided.
  - » Click Submit.
  - » A confirmation will appear to confirm the password change.
- Accept the Terms & Conditions.
- Set up challenge questions.
  - » This will allow you to reset your password in the future, if necessary.

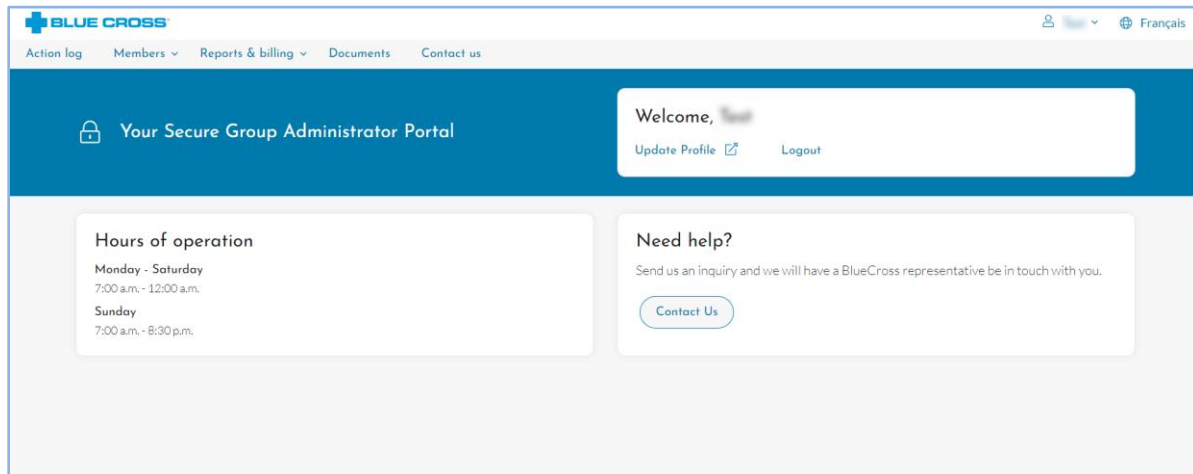
Forgot your Password? Enter your Username and select the “I forgot my password” link. You will then be prompted to answer the challenge questions you set up during your initial login.



The screenshot shows the 'Secure login' page for Blue Cross Blue Shield. At the top, there are logos for Blue Cross and Blue Shield, and a 'Help' link. The main content area features a white box with the title 'Secure login'. Below the title are two input fields: 'Username' and 'Password'. A blue 'Log in' button is positioned below the password field. At the bottom of the page, there is a link for 'Don't have an account? Let us help', followed by links for 'I forgot my username' and 'I forgot my password'. A disclaimer states: 'By signing in, you continue to accept the Terms and Conditions of this site.' At the very bottom, there are logos for Blue Cross and Blue Shield, along with their respective trade-mark information.

## Main Navigation Menu

After logging in, you will be presented with the following screen:



## Unavailable Functions

Please note that the following functions are unavailable in the portal:

- Updating any other section than Request Card, Employee Information and Coordination of Benefits for a member on a disability claim.
- Add a dependent to a member on a disability claim.
- Add or maintain contingent beneficiaries
- Update Personal Wellness Account

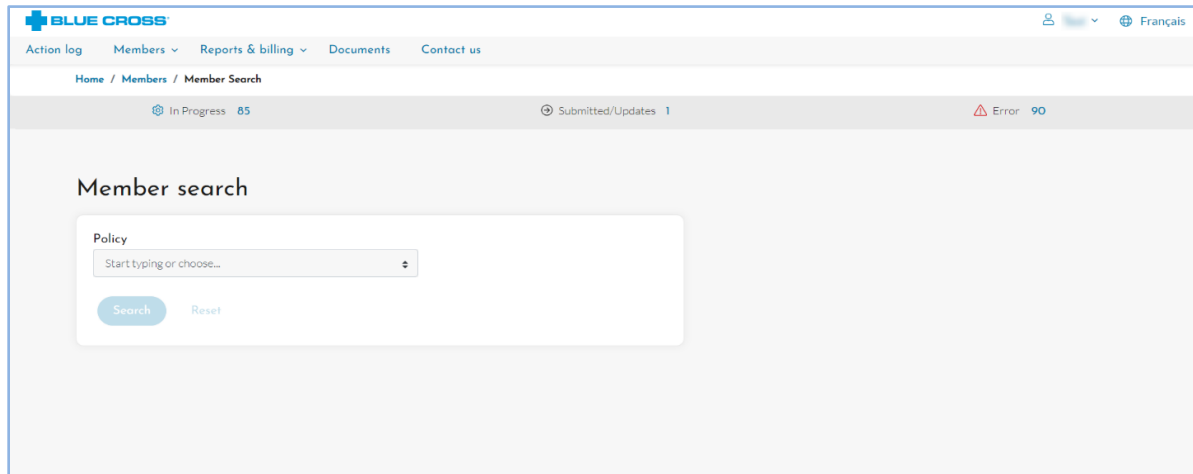
If you require any of these changes to be made, please contact your representative at Saskatchewan Blue Cross.

# Enrolment

## Finding an Employee who Already has Benefits

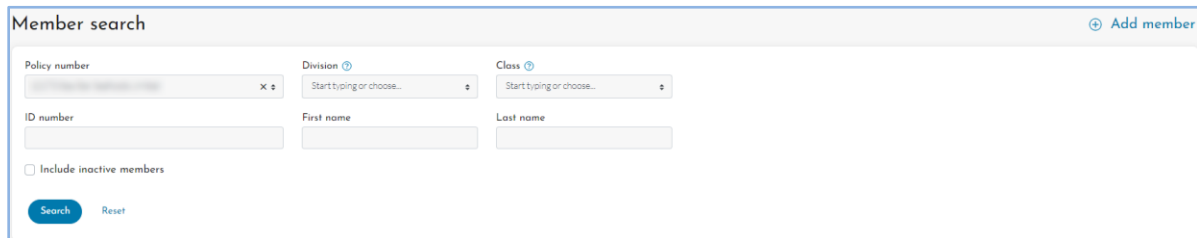
To find an employee with benefits:

- Under **Members**, choose **Member Search**.
- From the **Member Search** screen, input the Policy Number



The screenshot shows the Blue Cross website's Member Search page. At the top, there is a navigation bar with the Blue Cross logo and links for Action log, Members, Reports & billing, Documents, and Contact us. Below this, a breadcrumb trail reads 'Home / Members / Member Search'. A status bar indicates 'In Progress 85', 'Submitted/Updates 1', and 'Error 90'. The main content area is titled 'Member search' and features a search form with a 'Policy' dropdown menu, a 'Search' button, and a 'Reset' button.

- You can then search for an employee by **First Name**, **Last Name** or **ID Number**.
- You can view specific groups of employees by searching for the **Policy**, **Division** and **Class**.
- To view inactive employees, check **Include inactive members**



This screenshot shows the Member Search page with more search options. It includes fields for 'Policy number', 'Division', and 'Class', each with a dropdown menu. Below these are fields for 'ID number', 'First name', and 'Last name'. There is also a checkbox for 'Include inactive members' and 'Search' and 'Reset' buttons. An 'Add member' link is visible in the top right corner.

- To view an employee's summary information, click on their **ID number** or click on **View**. The summary information for that employee will appear.

**BLUE CROSS** Test Français

Action log Members Reports & billing Documents Contact us

Home / Members / Member Search

In Progress 2 Submitted/Updates 0 Error 26

### Member search Add member

Policy number  x

Division

Class  x

ID number

First name

Last name

Include inactive members

Search Reset

### Member Search Results Print Export

Showing 1-10 of 68 entries Rows per page 10

ID	First Name	Last Name	Date of Birth	Status	Address	Action
000000207			17 Aug 1978	In Force		View >
000000117			20 Jan 1998	In Force		View >
000000052			16 Dec 1970	In Force		View >
000000106			10 Oct 1992	In Force		View >
000000066			30 May 1976	In Force		View >
000000112			09 Feb 1984	In Force		View >
000000065			16 Jun 1965	In Force		View >
000000093			02 Sep 1964	In Force		View >
000000099			24 Jun 1990	In Force		View >
000000046			08 Feb 1967	In Force		View >

<< < 1 2 3 4 ... > >>

Viewing entries 1-68

**BLUE CROSS** Français

Action log Members Reports & billing Documents Contact us

Home / Member Search / Update Member

**Silvester Fester Bogmanschi**

Policy ID: 000000058 [Return to search results](#)

[Manage member card](#)  
[Terminate member](#)

**Group**

Policy	Division	Class	Plan
		A/Employés	

[Transfer Member](#)

**Member info**

Name	Date of birth	Sex at birth	Language
	11 Dec 1985	Male	French
Mailing address	Phone number	Email	
Alternate ID	Application date	Permanent date employed	
	18 Aug 2022	11 May 2022	
Direct deposit	Custom report attribute		
****-**-****-1883			

[Update](#)

**Identification info**

ID number	Participant number
000000058	01
Effective date	Termination date
11 May 2022	31 Dec 9999
Status	Termination reason
InForce	None

**Salary and occupation**

Occupation	Job title
Y-Trades/Manuf/Prod	Journalier
Employment type	Earnings
Full Time Hourly	\$47,840.00 Annually
Salary effective from	Hours worked per week
01 Jan 1900	40

[Update](#)

[Family Members](#)

[Benefits](#)

[Beneficiaries](#)

[Health Spending Account](#)

[Coordination of Benefits](#)

- On the Member summary page above you will see some sections that can be expanded to view more information: Family Members, Benefits, Beneficiaries, Health Spending



Account and Coordination of benefits. If a policy has Personal Wellness Account, an expandable section would be displayed as well.

- For policies that have physical cards The **Manage member card** button allows you to go save or print the information on the card by clicking **Print Card** or to **Request Card** according to a desired date.
- For policies that have digital cards **The Manage member card** button allows you to go save or print the information on the card by clicking **Print** or to **Send a Card Notification** according to a desired date by clicking the **Schedule** button.
- If the function is available, **Update** buttons will display at the bottom of the specific sections of information. Click the **Update** button to change the information in that section. Effective dates are based on the applicable grace period that applies to policy/division/class.
- The **Transfer Member** button allows the member to be moved to another Plan, Class, Division or Policy.
- The **Terminate Member** button allows the termination of the member's coverage.
- The **Reinstatement** button allows the reinstatement of an employee's coverage from a temporary loss of work within the last 6 months, or 12 months if he/she had health and dental coverage only.
- The **Action log** tab counts the number of actions that are not yet completed specifically in-progress enrolments and submitted enrolments as well as updates and actions that have provided an error. You can view more details for Actions that are **in progress or in error** by clicking on the hyperlink beside the Action type.
- Completed card requests can also be searched there.

## Transferring an Employee

To transfer an employee to another Plan, Class, Division or Policy, click the **Transfer Member** button under Group.

The **Transfer Member** screen will appear with the employee's current information displaying in the upper part. Choose the new Policy, Division, Class and Plan along with the effective date of the change.

Note that if the effective date of the change is in the future, you can request a new card however, you will need to add the effective date of the change in the card request.

**Note:** *If policy has H.S.A., policy to policy transfer is not possible. Please send to Saskatchewan Blue Cross.*

**1 Transfer details**

If the effective date changed is more than 31 days in the past, or 90 days in the future please, [contact your Blue Cross office.](#)

Transfer policy to \*

New division \*

New class \*

New plan \*

Change effective date \*

17/11/2022

Continue

- If the transfer effective date is more than 30 days in the past or 90 days in the future, contact your service representative at Saskatchewan Blue Cross.
- The employee's current choices will display and can be clicked on and changed as needed.
- After updating benefits, you will be automatically navigated to the Beneficiaries page.

Notice that all 4 health benefits should always be checked or unchecked together.

1 Transfer details Edit

2 Benefits

Please review member's salary and beneficiary information for accuracy when adding Member Life, Optional Member Life or Supplemental Life benefits.

Change effective date \*  
06/01/2022

HSA is only available if Extended Health Care is selected

Health				
Benefit	Waive reason	Option	Family category	Coverage amount
Health			Employee	0
<input checked="" type="checkbox"/> Drug				
<input checked="" type="checkbox"/> Travel				
<input checked="" type="checkbox"/> Hospital				
<input checked="" type="checkbox"/> Extended Health Care				

Dental				
Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Dental			Employee	0

Life				
Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Member Life	This benefit cannot be waived			

Accidental Death and Dismemberment				
Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Member AD&D	This benefit cannot be waived			

Wellness				
Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Health Assessment	This benefit cannot be waived			
<input checked="" type="checkbox"/> Medical Second Opinion	This benefit cannot be waived			

Any changes made on this screen may affect your bill.  
Please check your next statement to ensure all information is correct.

[Continue](#)

3 Beneficiaries Edit

4 Request card Edit

## Reinstating an Employee

To find terminated employees, the **Include inactive members** box needs to be checked before clicking Search.

Member search + Add member

Policy number  x

Division  Start typing or choose...

Class  A/ Owners x

ID number

First name

Last name

Include inactive members

- After selecting the employee to reinstate, click on **Reinstate Member**.
- This function allows reinstating coverage for an employee who's been on temporary layoff for less than 6 months, or 12 months if he had health and dental coverage only.
- **Note: HSA** will also automatically be reinstated if an employee had it. A new enrollment should be made if the intent is not to carry forward this HSA.
- You will be prompted to choose the **Reinstatement Effective Date**.

Reinstate member

1 Details

Effective date of reinstatement  DD/MM/YYYY

2 Request card Edit

- Then, the employee's previous choices will display, and can be clicked on and changed as needed.
- After updating benefits, you will be automatically navigated to the **Request Card** page.

Notice that all 4 health benefits should always be checked or unchecked together.

Policy: [REDACTED] ID: 000300910

### Reinstate member

1 Details [Edit](#)

2 Benefits

Please review member's salary and beneficiary information for accuracy when adding Member Life, Optional Member Life or Supplemental Life benefits.

Change effective date \*

01/03/2023

HSA is only available if Extended Health Care is selected

Health				
Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Health			Member and family	
<input checked="" type="checkbox"/> Drug	This benefit cannot be waived	Member under 65		
<input checked="" type="checkbox"/> Travel	This benefit cannot be waived			
<input checked="" type="checkbox"/> Hospital	This benefit cannot be waived			
<input checked="" type="checkbox"/> Extended Health Care	This benefit cannot be waived			

Dental				
Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Dental	This benefit cannot be waived		Member and family	

Life				
Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Member Life	This benefit cannot be waived			
<input checked="" type="checkbox"/> Dependent Life	This benefit cannot be waived			

Accidental Death and Dismemberment				
Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Member AD&D	This benefit cannot be waived			

Income Replacement				
Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Long Term Disability	This benefit cannot be waived			

Wellness				
Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Health Assessment	This benefit cannot be waived			

Any changes made on this screen may affect your bill.  
Please check your next statement to ensure all information is correct.

[Continue](#)

3 Request card

[Save](#) [Cancel](#)

## Updating Employee Information

To update an employee's information, such as name, address, or direct deposit banking information click the **Update** button at the bottom of **Member info** section. A screen with input fields will appear.

The screenshot shows a web interface for updating member information. At the top, there is a navigation bar with the Blue Cross logo and links for 'Action log', 'Members', 'Reports & billing', 'Documents', and 'Contact us'. The user is logged in as 'Test' and the language is set to 'Français'. The breadcrumb trail is 'Home / Member Search / Update Member / Update info'. The main content area is titled 'Member info' and contains a form with the following fields:

- First name \***: Text input field.
- Last name \***: Text input field.
- Middle name**: Text input field.
- Date of birth \***: Date picker showing 20/01/1998.
- Sex at birth \***: Dropdown menu showing 'Male'.
- Language \***: Radio buttons for 'English' (selected) and 'French'.
- Country \***: Dropdown menu showing 'Canada'.
- Street address \***: Three stacked text input fields for 'Line 1', 'Line 2', and 'Line 3'.
- City \***, **Province \***, and **Postal Code \***: Three separate text input fields. The province is currently set to 'Nova Scotia'.
- Phone number**: Text input field.
- Email**: Text input field.
- Permanent date employed**: 07/03/2022
- Application date**: 15/03/2022
- Alternate ID**: Text input field.
- Custom report attribute**: Text input field.
- Privacy consent**: Radio buttons for 'Yes' (selected) and 'No'.
- Direct deposit information**: Three text input fields for 'Branch/Transit #', 'Bank/Institution #', and 'Account #'. A link 'Show direct deposit guide' is provided below.

At the bottom of the form, there is a yellow warning box: 'Any changes made on this screen may affect your bill. Please check your next statement to ensure all information is correct.' Below this are 'Save' and 'Cancel' buttons.

If Country, United States is chosen, State and Zip Code fields will be available.

If Other Country is chosen, use the three fields provided to enter the full address.

**Note:** Some fields, such as “Permanent Date Employed” or “Application Date”, cannot be changed on the portal. Should these fields require a change, please contact your service representative at Saskatchewan Blue Cross.

## Family Member Changes

To make family member changes for an employee (e.g. updated marital status), click the **Update** button under the Family Members section.

To update an existing family member, click on their name. The Edit Family Member section will open.

When a child is within 60 days of maximum age of being a minor, or when they have reached the maximum age within the last 30 days, a check box titled **Change Relationship Type to Student** will appear and can be checked off before clicking **Save** if the minor will be attending post-secondary education for the next year. If not, the **Reinstate Family Member** button will appear.

To add a dependent, click **Add Family member**. Disabled dependents cannot be added through the portal.

After adding or updating one or more family members, you will be automatically navigated to the **Benefit Changes** page. Be sure the Family Category to **Member and Family** if they need to be covered. You will then be automatically navigated to the Beneficiary page.

**Note:** When adding family members, you will also need to review the Selected Benefits Details to ensure the new family members will be covered.

To **terminate a dependent**, click on the dependent hyperlink name and add a termination date and select a termination reason.

After terminating one or more family members, you will be automatically navigated to the Benefit Changes page. If there are no more active dependent, be sure to change the Family Category to **Member**. You will then be automatically navigated to the Beneficiary page.

**BLUE CROSS** Français

Action log Members Reports & billing Documents Contact us

Home / Member Search / Update Member / Update family

Policy: ID: 000000038

### Family members

**1 Details**

Based on their age and status, children may not be covered by this plan. Please refer to the member's [benefit details](#).

Name	Date of birth	Sex at birth	Relationship	Language	Status	Privacy consent	Application date	Termination date
[Redacted]	23 Aug 1970	Female	Spouse/Married (01 Jan 1900)	English	InForce	Yes	09 Feb 2016	
[Redacted]	30 Apr 2002	Female	Child/Minor	English	InForce	Yes	09 Feb 2016	29 Apr 2023
[Redacted]	18 Jun 2004	Male	Child/Minor	English	Terminated	Yes	09 Feb 2016	15 Mar 2023

**2 Edit family member**

To update fields that are disabled, please contact your Blue Cross office.

Relationship: Child

First name: Amin Last name: Schrab Middle name: Ignazio

Date of birth: 30/04/2002 Sex at birth: Female Language: English (selected), French

Relationship type: Minor (selected), Student

Privacy consent: Yes (selected), No

**Change relationship type to student**  
 Yes  No

Application date: 09/02/2016

**Save** **Cancel**

Any change made on this screen may affect your bill  
 Please check your next statement to ensure all information is correct.

**3 Benefits**

**3 Beneficiaries**

**4 Request card**

**Save** **Cancel**

## Benefit Changes

To view and/or change an employee's benefits:

- Click the **Update** at the bottom of the **Benefits** section.
- The employee's current choices will display and can be clicked on and changed as needed.
- After updating benefits, you will be automatically navigated to the **Beneficiary** page.



Notice that all 4 health benefits should always be all checked or unchecked together.

**1 Details**  
Please ensure employee salary and beneficiary information is updated and accurate.  
Change effective date  
01/09/2022

Benefit	Waive reason	Option	Family category	Coverage amount
Health			Employee	\$
<input checked="" type="checkbox"/> Drug				
<input checked="" type="checkbox"/> Travel				
<input checked="" type="checkbox"/> Hospital				
<input checked="" type="checkbox"/> Extended Health Care				

Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Dental		Dental	Employee & Family	\$

Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Member Life	This benefit cannot be waived			
<input checked="" type="checkbox"/> Dependent Life	This benefit cannot be waived			

Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Member AD&D	This benefit cannot be waived			

Benefit	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Health Assessment	This benefit cannot be waived			
<input checked="" type="checkbox"/> Medical Second Opinion	This benefit cannot be waived			

Any changes made on this screen may affect your bill  
Please check your next statement to ensure all information is correct.

[Continue](#)

**2 Beneficiaries**

**3 Request card**

## To Review an Employee's Benefits

- Ensure that the correct setting is chosen for each benefit (e.g. Dental)
  - » For: Member = Only the employee is to have coverage
  - » For: Member & Family = Everyone in the family can submit claims for that benefit.
  - » Employee & Family = The employee and eligible family member can submit claims for that benefit. If a dependent has waived out of the coverage, you will need to check the benefit details for that specific dependent to ensure coverage is InForce.

## Health Spending Account and Personal Wellness Account

If the member has access to these accounts, the information can be found in this section.

- The employee's **Current Balance** will display.
- To see balance from previous years click **View History**.

**Note:** PWA cannot be updated on the portal. Please send updates to Saskatchewan Blue Cross.

^ Health Spending Account  
 Amount allocated: \$500.00  
 Amount available: \$500.00  
 Current period: 01 Jan 2023 - 31 Dec 2023

Family Member Participants			
Name	Relationship	HSA	Status
[Redacted Name]	Insured	Participating	InForce

To update the employee's Allocation Amount and the participation of family members to the H.S.A.:

- Click the **Update** button under the Health Spending Account section.

Policy [Redacted] ID: 000000058

## Health Spending Account (HSA)

**Current period**  
 01 Jan 2023 - 31 Dec 2023

**HSA type** ⓘ  
 No Carry Forward

**Summary based on claims to date**

Current period credits	\$500.00
Expenses paid	\$0.00
<b>Current balance</b>	<b>\$500.00</b>

During the first year, the amount will be prorated by the system. Please enter the full amount, and the system will do the appropriate proration.

**Period credit amount** \*

**HSA access**  
 Please select which family member(s) can claim HSA credits. At least one family member must be participating:

[Redacted Name] (Insured)

**Important details**  
 Claims dated between 01 Jan 2023 must be received by 30 Mar 2024. Balance of \$500.00 will be forfeit by 30 Mar 2024.  
 Expenses are always applied against the oldest HSA credits first.

## Salary and Occupation Changes

If the employee changed their occupation, or has received a salary change, click the **Update** button under **Salary and Occupation** to update an employee's occupation and/or salary amount. When you change the salary, you must provide a new salary effective date.

When inputting the salary amount, it is important that the Salary Amount and the frequency match. If the Salary Amount enter is an annual amount, the frequency field should read Annually. If the reported amount is the member's hourly rate, then the frequency would need to read Hourly. Frequency does not reflect rate of pay.

**Note:** Be sure to choose a valid **Occupation** when making a change to this screen. The **Salary Amount** can be set to zero if there are no salary impacted benefits. In this case, please ensure that the **Frequency** is set to **Annually**.

**Caution:** It is important to maintain updated salary information, especially if employees have benefits based on salary (e.g. LTD).

Policy: ID: 000000058

### Salary and occupation

**Occupation \***  
YJ-Trades/Manuf/Prod

**Job title \***  
Journalier

**Employment type \***  
Full Time Hourly

**Pay \*** \$47,840.00 **Frequency \*** Annually

**Hours worked per week \*** 40 **Salary effective from** 01 Jan 1900

**Change effective date \*** 24/03/2023

Any change made on this screen may affect your bill  
Please check your next statement to ensure all information is correct

**Save** Cancel

## Beneficiary Changes

To change the beneficiaries on an employee's Life, Supplemental Life or Optional Life Benefits, click the **Update** button in the **Beneficiaries** section. It is very important to maintain the signed and dated updated Change Form or Beneficiary Designation in your records in the event of the employee's death. The **Beneficiary Information** screen will open.

To change current beneficiaries:

- Update First name, Last name and relationship.

To remove existing beneficiaries:

- Click the **X** button next to the existing beneficiaries and fill in new values.

To add additional beneficiaries:

- Click **Add Beneficiary**, and a new blank row will be added.

**If you choose the "contact Blue Cross office" radio button option, you will need to send in a copy of the completed and signed Change Form or Beneficiary Designation form to Saskatchewan Blue Cross for processing.**

To change irrevocable beneficiaries:

- Changing an **irrevocable beneficiary** requires the written consent of said irrevocable beneficiary.
- After having the employee complete a Change Beneficiary Form (available under **Documents** tab in the Administrator Portal), please submit the completed form to Saskatchewan Blue Cross.

**Note:** When making changes, ensure that the total percentages add up to 100%.

Policy: ID: 000300654

### Beneficiaries

Note: In the event death benefits are activated, the employer must retain these records for two years after claim submission.

Changes here are limited to Member Life, Optional Member Life and Supplemental Life. If your employee requires a beneficiary distribution you cannot configure here, please contact your Blue Cross office.

How would you like to distribute benefits?

Split equally

Manually distribute

First name, Initial	Last Name	Relationship	Percentage	Irrevocable
		Spouse	100 %	<input type="checkbox"/>
			Total	100 %

Add beneficiary

**Trustee**

If a beneficiary is under 18 years of age, please include their information as a trustee below:

Type

Start typing or choose...

Save Cancel

**Note:** To see if a beneficiary is irrevocable, look under the **Update Member** section of the screen at **Beneficiaries**.

A ✓ under **Irrevocable?** means the beneficiary is irrevocable and requires the written consent of said irrevocable beneficiary.

An X under **Irrevocable?** means the beneficiary is revocable and the Employee can change the beneficiary at any time.

## Coordination of Benefits

To change the data relative to other coverage of the employee or other family member(s), click on the Update button in the **Coordination of Benefits** section. The **Update Member** screen will open.

To indicate that there is no longer other coverage:

- Uncheck the box **The employee, and/or their spouse or any dependents, also have coverage under another group plan, or other insurer**. Then **Save**.

To add or change information about other coverage:

- Enter the information in the fields and check the appropriate boxes relative to the coverage type. Then **Save**.

The screenshot shows the 'Update Member' screen for 'Suzanne Sarah Bouché' with Policy ID: 000300854. The 'Coordination of benefits' section is active, with the checkbox 'The employee, and/or their spouse or any dependents, also have coverage under another employer group plan, or other insurer' checked. Below this are several input fields: 'Family member name', 'Date of birth' (with a calendar icon), 'Name of other insurer', 'Effective date of coverage' (with a calendar icon), 'Policy number', and 'Identification number'. At the bottom, there is a table for 'Coverage under other plan' with columns for 'Benefit' and 'Family category'. The table lists several benefit types with checkboxes: All, Hospital, Drugs, Dental, Extended Health Benefits, and Vision. At the very bottom of the form are 'Save' and 'Cancel' buttons.

## Adding an Employee

To add a new employee:

- Under **Members**, choose **Add Member**. The Add Member screen will open.
- Any employees whose new enrolments have been started, but not completed, can be found in the Action Log section.
- Fill in the form by choosing the **Policy, Division, Class** and **Plan** that the employee should be in.
- Add the employee information. The **Application date** is the date the employee signed the application form.  
If you need to waive the waiting period due to a hiring condition you can check the appropriate box.
- If your group requires the keying of an Identification Number, it must be 9 characters long (A-Z, 0-9, no spaces or special characters). First character cannot be A, K, R, M.
- Should members or participants request to have their privacy consent revoked, meaning if “no” is selected within the Group Administrator Website, Member portal and claims payment will be impacted. For more information, please refer to the Group Administration Guide.
- When the above fields are complete:
  - » Click **Save & Exit** to finish adding the member at a later time; or
  - » Click **Continue** to continue adding the member.
- At this point, the information added will begin to accumulate in the **View Member Summary tab** at the top of the page.
  - » The **Member Summary** will be updated throughout the entire process. Any errors will display there.

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Action log Members Reports & billing Documents Contact us

Home / Members / Add Member

In Progress 95 Submitted/Updates 1 Error 95

## Add member

Add **View Member Summary**

**Group**

Policy \*  
Start typing or choose...

Division \*  
Start typing or choose...

Class \*  
Start typing or choose...

Plan \*  
Start typing or choose...

**Member info**

First name \* Last name \* Middle name

Date of birth \* DD/MM/YYYY Sex at birth \* Start typing or choose...

Language \*  
 English  French

Country \*  
Canada

Street address \*

City \* Province \* Postal code \*

Email Phone number (555)555-5555

Permanent date employed \* DD/MM/YYYY Application date \* DD/MM/YYYY

Privacy consent  
 Yes  No  
 Waive waiting period  
Benefits will begin on permanent date employed, if checked

Alternate ID Custom report attribute

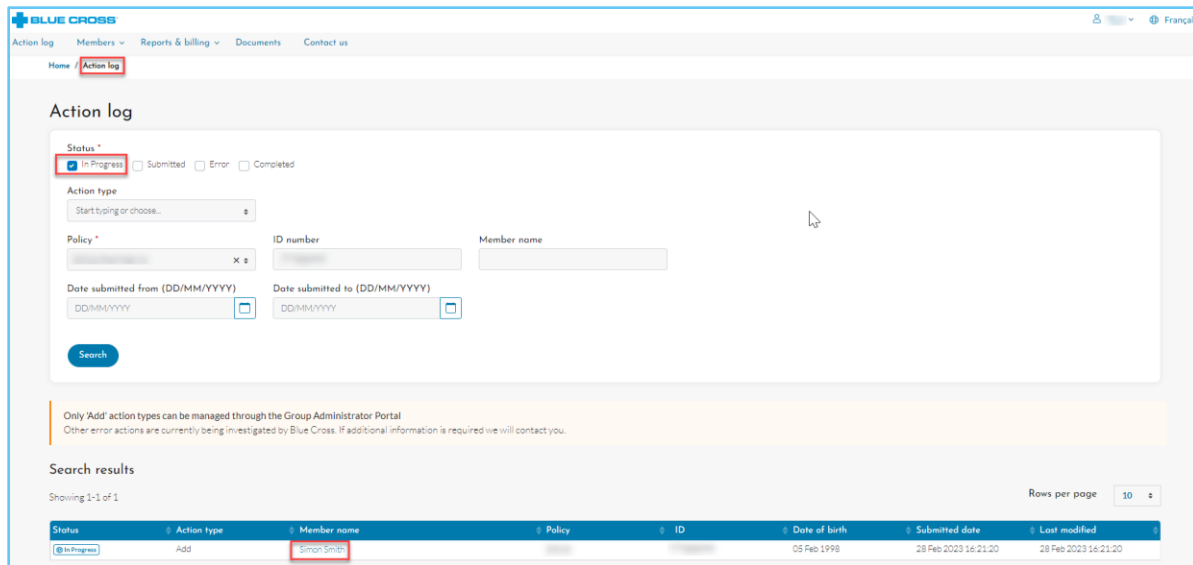
**Direct deposit information**

Branch/Transit # Bank/Institution # Account #

Show direct deposit guide

**Continue** Save & exit Cancel

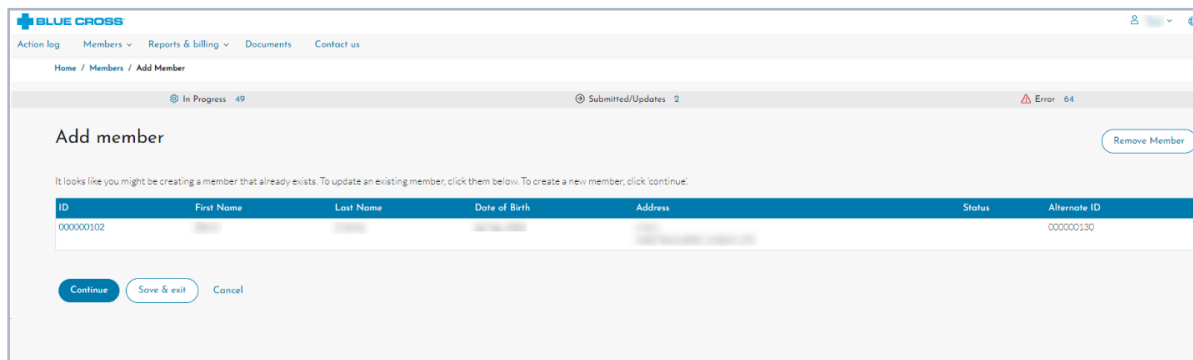
If you are interrupted, you can continue where you left off by finding the employee in the **Action Log** section and clicking on the employee's name.



**Note:** If an existing employee has a similar name and birthday, that member’s information will display along with the following message: **“It looks like you might be creating a member that already exists.”**

This makes sure that a member isn’t added to the system twice. Should you encounter this message, you can do one of the following:

- Update the employee found by clicking their **ID**,
- Continue to add the new employee by clicking **Continue**; or
- Cancel adding the member by clicking **Cancel**.



Clicking **Continue** from the **Member info** screen will take you to the **Add Family Members** screen, followed by the screen to **select benefits**, where you can choose the **Options** from the dropdown menus if they are available in the plan chosen.



**Add member** Remove Member

Add **View Member Summary**

Group & Member info Edit

Family members Edit

**Benefits**  
HSA is only available if Extended Health Care is selected

Health	Waive reason	Option	Family category	Coverage amount
Health			Member	
<input checked="" type="checkbox"/> Drug		Modula Liberté - Member under 65		
<input checked="" type="checkbox"/> Travel		Travel - Quebec		
<input checked="" type="checkbox"/> Hospital		Hospital - Quebec		
<input checked="" type="checkbox"/> Extended Health Care		EHC & HSA & PWA - Quebec		

Life	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Member Life	This benefit cannot be waived			

Accidental Death and Dismemberment	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Member AD&D	This benefit cannot be waived			

Income Replacement	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Long Term Disability	This benefit cannot be waived			

Wellness	Waive reason	Option	Family category	Coverage amount
<input checked="" type="checkbox"/> Health Assessment	This benefit cannot be waived			
<input checked="" type="checkbox"/> Online Doctors	This benefit cannot be waived			

**Continue** **Save & exit** Cancel

Clicking **Continue** will navigate to the screens to provide salary, employment, beneficiaries, and Coordination of Benefits. The information can be found on the employee's enrolment form.

Once all the information for the new member has been entered, the following message will display: "Please be aware that coverage amounts may be adjusted during the enrolment process if the request exceeds policy maximums. **Enrolment may be subject to Medical Underwriting.**"

- At this point, please review the **Member Summary** to confirm all the provided information and make any necessary corrections.

**Important:**

Once you are satisfied with your entries, **Click Submit**, and the employee's enrolment will be sent to Saskatchewan Blue Cross. The entry under **In-Progress Enrolments** will change to **Submitted Enrolments/Updates**.

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Action log Members Reports & billing Documents Contact us

Home / Members / Add Member

In Progress 49 Submitted/Updates 2 Error 64

### Review member summary

Enrolment information for this member is complete. Please review the summary and select "Submit" to approve enrolment. Please be aware that coverage amounts may be adjusted during the enrolment process if the request exceeds policy maximums. **Enrolment may be subject to medical underwriting.**

Print

Add View Member Summary

#### Group

Policy Division Class Plan

#### Member info

Name Date of birth Sex at birth Language

Mailing address Phone number Email

Alternate ID Application date Permanent date employed

Direct deposit Custom report attribute

#### Benefits

Health & Dental			
Benefit	Family Category	Option	Amount
Dental	Member		
Drug	Member		
Travel	Member		
Hospital	Member		
Extended Health Care	Member		

Life			
Benefit	Family Category	Option	Amount
Member Life	Member		

Accidental Death and Dismemberment			
Benefit	Family Category	Option	Amount
Member AD&D	Member		

Wellness			
Benefit	Family Category	Option	Amount
Health Assessment	Member		
Medical Second Opinion	Member		

#### Salary and occupation

Employment type Earnings

Full Time Hourly \$80,000.00 Annually

Salary effective from Hours worked per week

01 Feb 2023 40

#### Beneficiaries

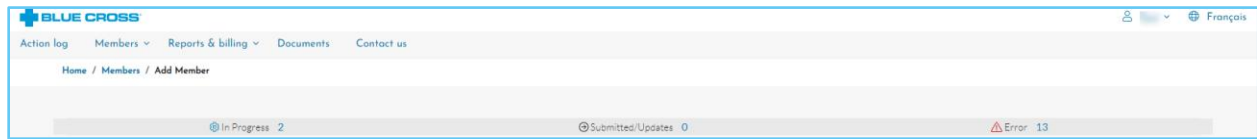
Name	Relationship	Irrevocable	Percentage
Suzie Test	Estate		100 %
Total Percentage			100 %

< Back Submit

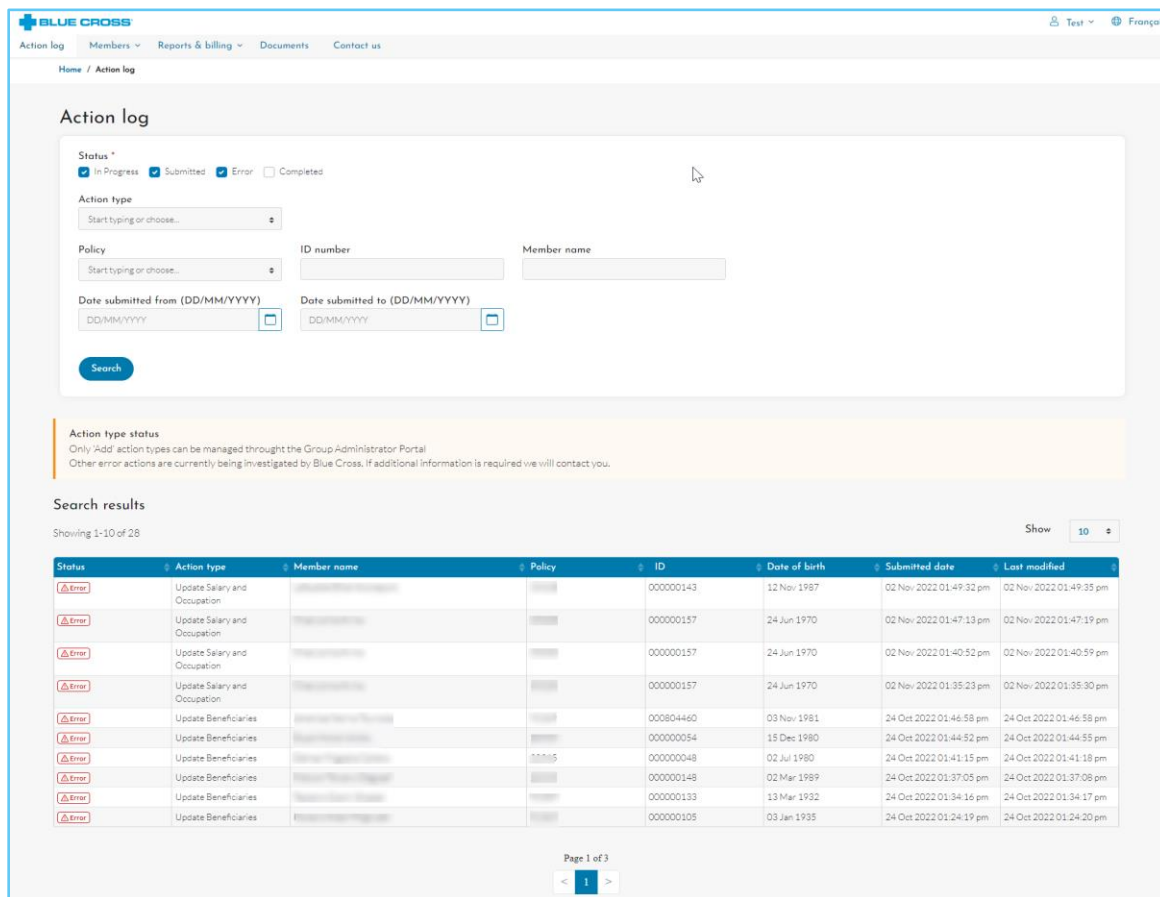
## Action Log

You will have access to counts under **Action Log** that are in-progress enrolments, submitted enrolments, as well as updates and transactions that have provided an error or updated successfully.

- You can access **Action Log** from the Add Member or Member Search screen by clicking on the counts at the top of the screen; or



- by clicking the sub-menu item called Action Log.
- When you navigate to this screen by clicking on one of the counts from either **Add Member** or **Member Search**, the **Action Log** page does an automatic search for those types of actions.
- If you navigate to this screen by clicking on the sub-menu item Action Log, you will see all actions with **In-Progress, Submitted, Error and Completed** status (to a maximum of 100 records).

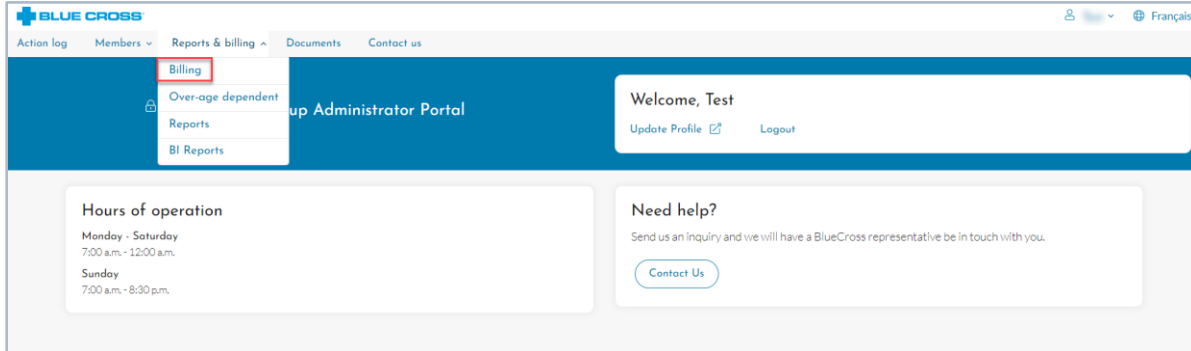


- In this section, you can change the **Search By** criteria to better target the actions you are looking for.
- You can also access any in-progress enrolments by clicking on employee name. This will return you to the Add Member page to continue or edit.
- Your Saskatchewan Blue Cross representative is available to manage any error updates.

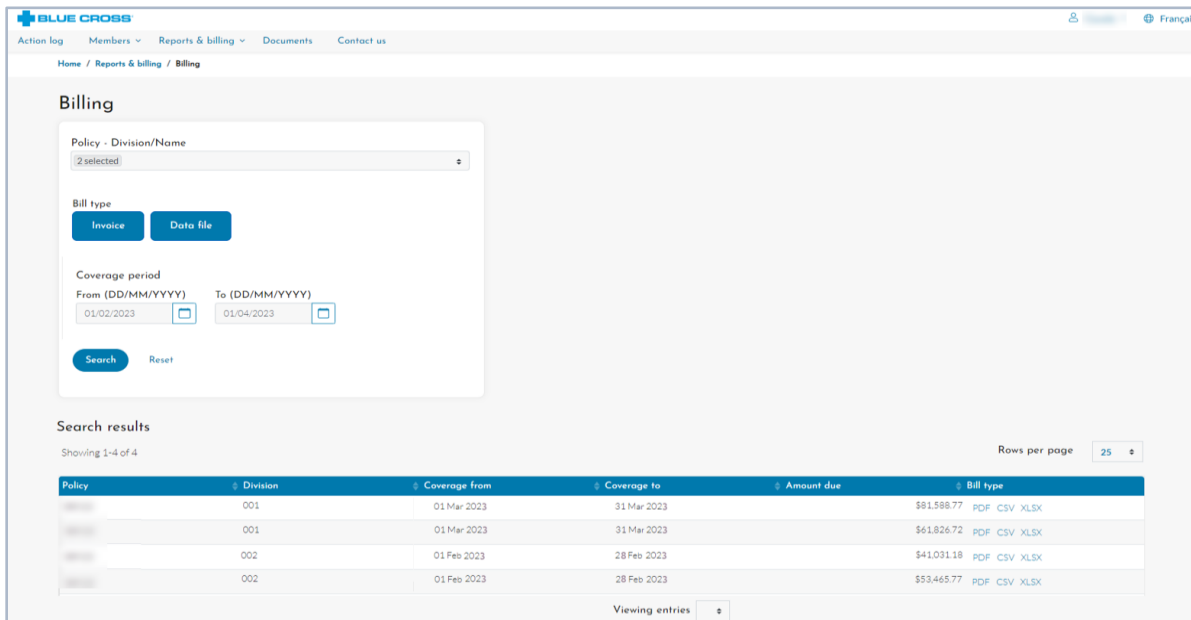
# Billing

## Viewing Bills (Formally known as eBills)

To view a Bill, click **Reports & Billing** on the Welcome screen. Then select Billing from the menu.

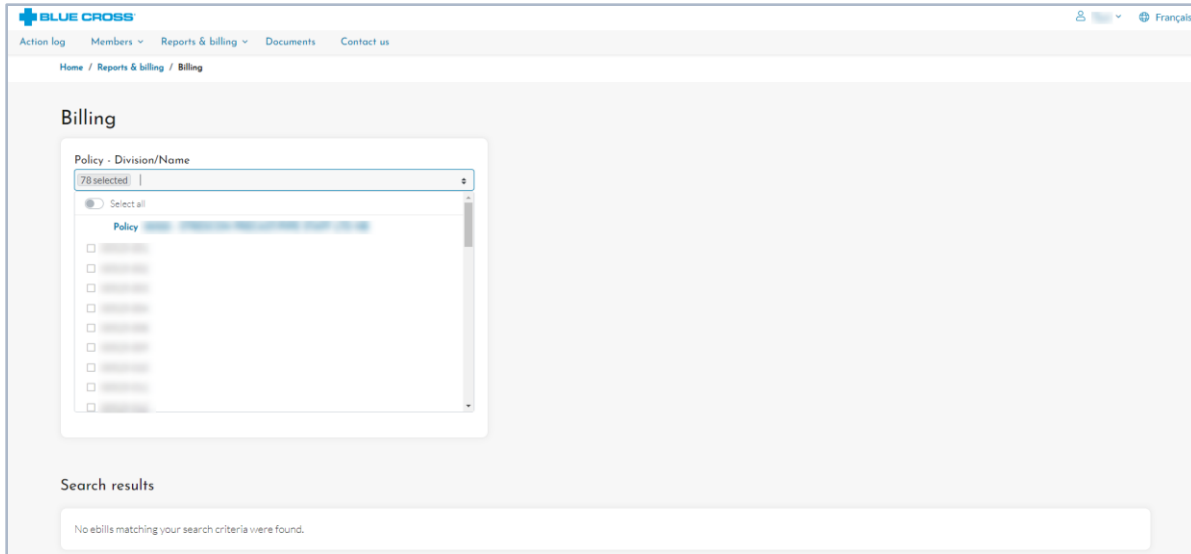


On the **Search Bills** screen, the most recent Bills, will automatically appear under the **Search Results**.



## Viewing Specific Policies/Divisions

To view Bills for specific policies and/or divisions, select one or more options from the **Policy – Division/Name** drop-down. For a complete list of Bills, select **Select All**.



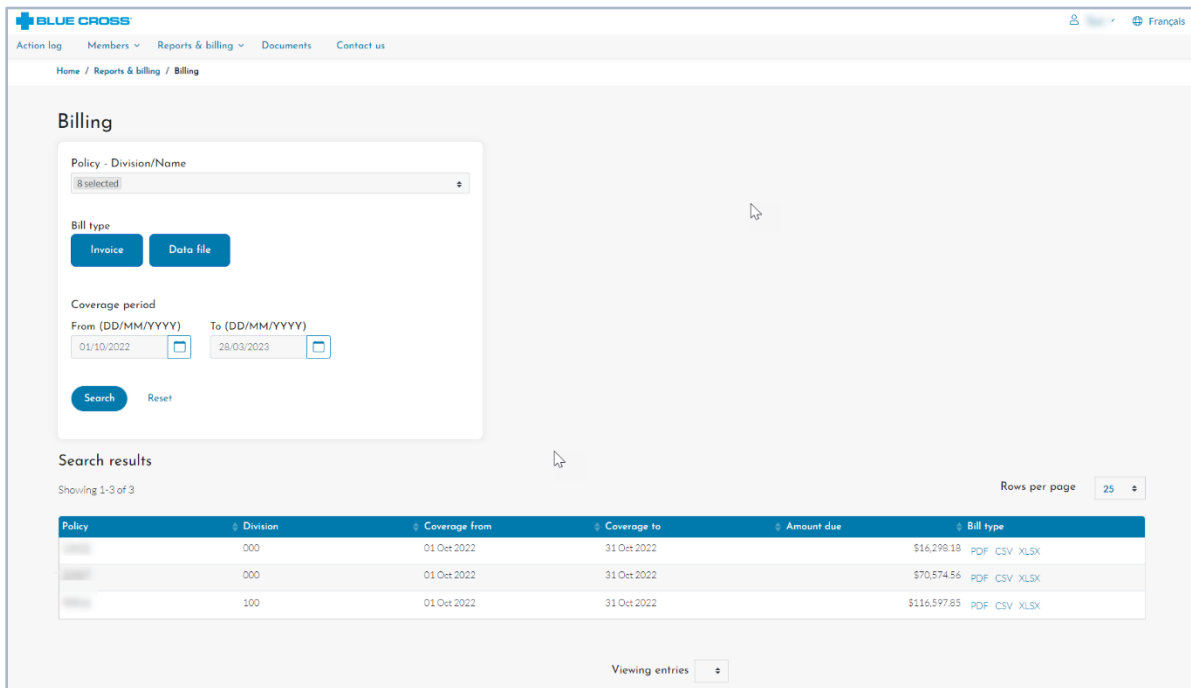
From **Bill Type**, the following options are available for viewing eBills:

- **Invoice:** PDF format (Remittance and Invoice Details)
- **Data File:** CSV, XLSX format (Excel spreadsheet data file).

\*Both formats will appear by selecting both **Invoice** and **Data File**

## Viewing Billing Period

In **Coverage Period**, **From** and **To** fields must be completed.



Within your Bills Search results, click either the PDF, CSV or XLSX links to view, print or save the Bill.

## How to Read a Bill

Please refer to the Saskatchewan Blue Cross Invoice Guide for Group Administrators.

## Other Things to Know

### Online Reports

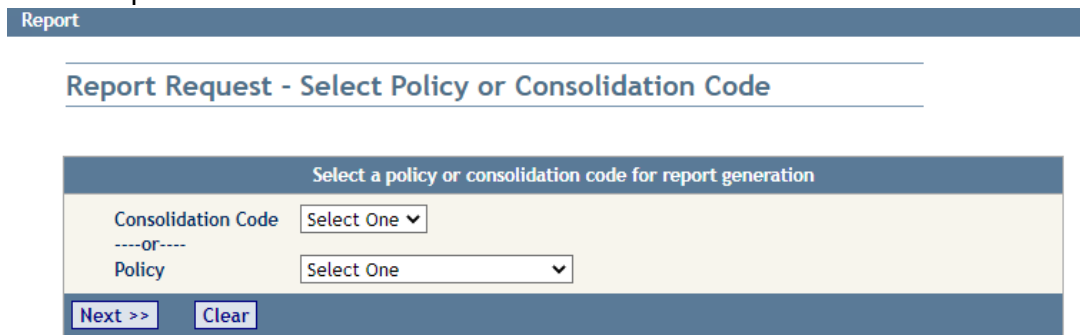
The Online Reports system allows Group Administrators and Agents/Consultants to query their own claims data and benefit information with an easy online interface.

The following information will help guide you in accessing these reports.

### How to Run a Report

**Note: If no reports are available, the following message will display: "No reports available for download."**

- **Select Reports.**



- **Click the Consolidation Code or Policy/Division drop-down box.**

**Note:** If no reports are available, the following message will display: "No reports found."

- Select a report from the list available. Each report has its description noted alongside the report number. The reports available online to be displayed are as follows:



- B71001 - Health and Dental Experience (Billed Premium)
- B71004 - Group Life Experience (Billed Premium)
- B71007 - Disability Experience (Billed Premium)
- B71010 - Summary Experience Report (Billed Premium)
- B72001 - Top 100 Drugs by Eligible Expense
- B72002 - Over the Counter Drug Claims Analysis
- B72003 - Drug Claim Analysis by PTC
- B73001 - Integrated Health Management Analysis Report

- Click **Next**.

**Note:** If no reports are available, the following message will display: "No reports found."

### Entering Query Parameters

When entering the appropriate query parameters:

- Any field marked with an (\*) is a required field.
- The standard date formatting for all reports is YYYY-MM-DD.

- Note what dates are available for the query parameters. This is noted directly below the description of the report.
- Choose the language for the report to be presented in (**English or French**).
- Select the **Report Format (PDF, RTF, or EXCEL)**.
- Click Submit Report Request. The report will open in the specified format.  
**Note:** Appropriate computer applications are required for the various file types. The following is recommended:

File Type	Application
PDF	Adobe Reader
RTF	Microsoft Word
Excel	Microsoft Excel

**Note:** Error messages may appear when submitting a request. The error message will often indicate why certain parameters did not work.

### Selecting a Previously Requested Report

To select a previously requested report:

- Click Report at the top left of the screen and select Download Report.
- Select the report to be downloaded.
- Click **Download**.

### View Overage Dependents

You can view, print, or extract a listing of dependents that are currently Active Full-time Students, Approaching Maximum Age, or Termed Overage Minors/Students. This listing will help you to manage students in your policy.

To view the overage dependent listing:

- Under **Reports & Billings**, choose Overage **Dependents**. The Overage Dependent and Student Status search screen will open.
- Specify the **Policy** number you are searching for. The Division field is not mandatory and by leaving this blank your results will include all divisions.
- Choose the **Search Type** by selecting Active Full-time Students, Approaching Maximum Age, or Termed Overage Minors/Students, depending on the required search results.
- You can also Search for a specific Dependent or Employee using the Search field within the Search results
- The search results may be extracted to Excel (save to CSV), printed, or simply viewed.



**Over-age dependent search**

Policy \*  
 Division  
 Search type \*  
 Active full-time students  
 Approaching maximum age  
 Termed over-age minors/students

Search Reset

**Search results** Print Export

Showing 1-9 of 9

Division	ID	Member name	Dependent name / Participant #	Date of birth	Term date	Relationship	Status
				15 Apr 1999	14 Apr 2020	MINOR	Terminated
				28 Dec 1996	27 Dec 2017	MINOR	Terminated
				09 Feb 2001	08 Feb 2022	MINOR	Terminated
				15 Jan 1999	14 Jan 2020	MINOR	Terminated
				13 Aug 1997	12 Aug 2018	MINOR	Terminated
				14 Jun 2001	13 Jun 2022	MINOR	Terminated
				06 May 1998	05 May 2019	MINOR	Terminated
				21 Jun 1998	20 Jun 2019	MINOR	Terminated
				24 Aug 2000	01 Sep 2020	MINOR	Terminated

Page 1 of 1

- The **Approaching Maximum Age** list of dependents being displayed is limited to dependents that will terminate within the next 60 days or have been terminated within the last 30 days. It is possible to pre-subscribe or reinstate dependents as Students. To learn how to do this, see the **Family Member Changes** section.

## Finding Forms, Booklets or Other Documents

You can search for specific forms or brochures under **Documents**.

**BLUE CROSS** Test Français

Action log Members Reports & billing **Documents** Contact us

Your Secure Group Administrator Portal

Welcome, Test  
 Update Profile Logout

**Hours of operation**  
 Monday - Saturday  
 7:00 a.m. - 12:00 a.m.  
 Sunday  
 7:00 a.m. - 8:30 p.m.

**Need help?**  
 Send us an inquiry and we will have a BlueCross representative be in touch with you.  
 Contact Us

For example, you can find the Administration and Claims by searching for them. If the policy has specific forms, you can also specify a policy and division and those will also be returned in the search.

**Find a document**  
Select a policy or use our filters to find the document you are looking for.

Policy - Division/Name

Document type  Select all

Admin form Contracts Booklets

Claim form User guides

Language  English  French  Bilingual

Search Reset

**Search results**

Showing 1-7 of 7

Document name	Type	Policy - Division	Class	Plan code	Language	Date added
Action Santé Votre guide des garanties pour soins dentaires	Administration Form				English	22 Feb 2008
Action Santé Votre guide des garanties pour médicaments sur ordonnance	Administration Form				English	22 Feb 2008
Action Santé Votre guide des garanties pour soins de la vue	Administration Form				English	22 Feb 2008
Group Benefits Application	Administration Form				English	22 Jul 2015
Group Benefits Application Defined	Administration Form				English	22 Jul 2015
Coût Plus	Administration Form				English	14 Oct 2016
Demande de Modification	Administration Form				English	15 May 2020

Page 1 of 1

## Getting in Touch with Blue Cross

If you have any questions or comments to share, or you would like to look up an address or phone number for one of the Blue Cross offices anywhere in Canada, click **Contact Us**.

The Group Service Centre can be reached at 306-667-5861 or [GroupServiceCentre@sk.bluecross.ca](mailto:GroupServiceCentre@sk.bluecross.ca).

**BLUE CROSS**

Action log Members Reports & billing Documents Contact us

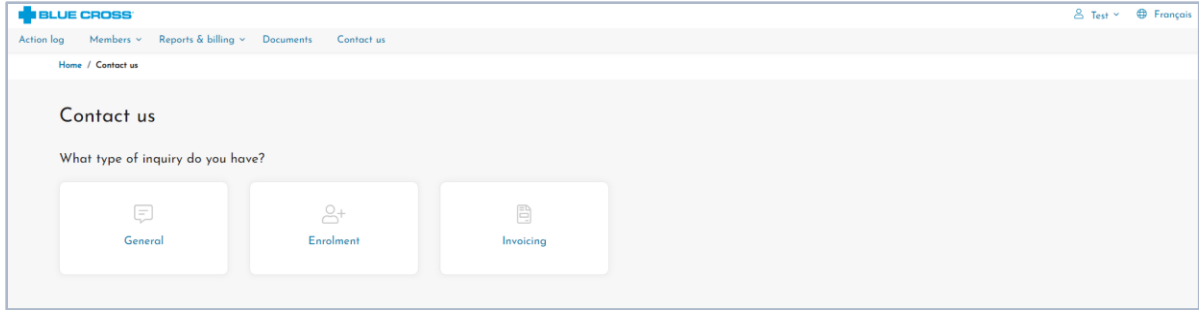
Home / Contact us

**Contact us**

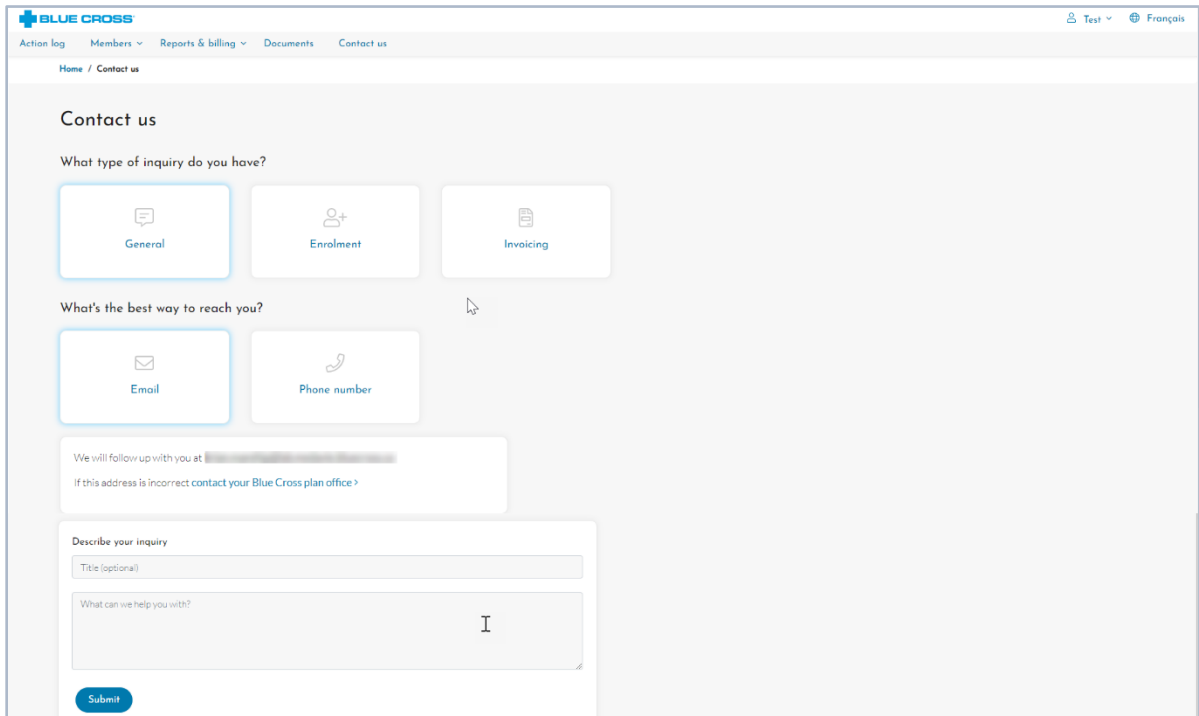
How would you like to get in touch?

Submit support inquiry Phone support

From here you can either **Submit Support Inquiry** or select **Phone Support**. When you select **Submit Support Inquiry** you will be presented with three types of inquiries: General, Enrolment and Invoicing.



Once you select **General** inquiry you will be asked for the best way to reach you as well as a box to input your question.



If you select **Enrolment** you will need to input the Policy Number, Member Name or ID as well as describe your inquiry.

BLUE CROSS

Action log Members Reports & billing Documents Contact us

Home / Contact us

### Contact us

What type of inquiry do you have?

General Enrolment **Invoicing**

What's the best way to reach you?

Email Phone number

We will follow up with you at [redacted]  
If this address is incorrect [contact your Blue Cross plan office >](#)

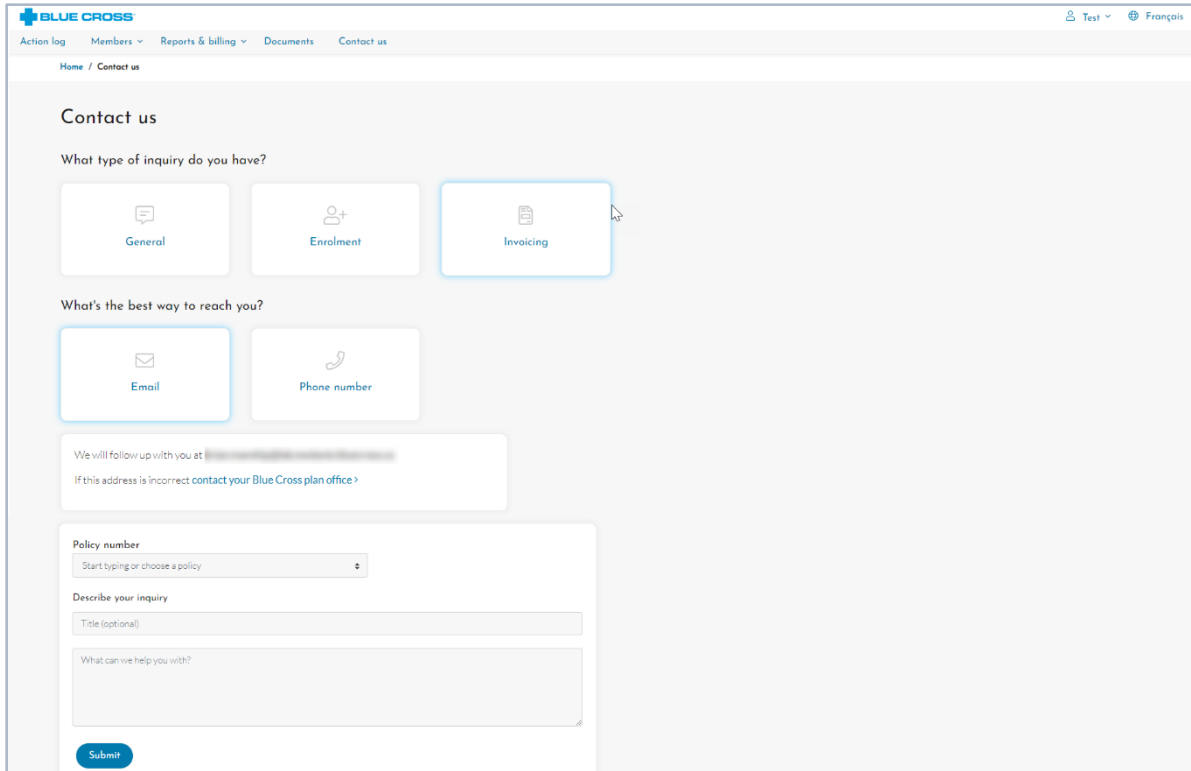
Policy number  
Start typing or choose a policy

Describe your inquiry  
Title (optional)  
What can we help you with?

Submit

< Back to Support Options

For the Invoicing inquiry you will need to input your Policy number as well as describing your inquiry.



Selecting Phone Support will give you the addresses as well as the phone numbers for the Medavie offices.

