



# GETTING STARTED

## Your new personal health plan

### The journey to whole health & wellness starts here.

Welcome to your new Saskatchewan Blue Cross personal health plan!

When you put your health insurance needs in our hands, you can feel confident knowing we have a strong history of serving our community and enabling the health and wellness of Saskatchewan residents. As a Saskatchewan Blue Cross Personal Health Plan member, you'll have access to a wide range of benefits, services, tools and resources to support you in living your best life.

### Get started in 1, 2, 3!

Follow these steps to get registered and start managing your plan today!

#### STEP 1

Visit the Personal member portal at [portal.sk.bluecross.ca](http://portal.sk.bluecross.ca) or by downloading the SK Blue Cross: Personal mobile app from your phone's app store. Scan the QR code below to access the portal and app!

#### STEP 2

From the home page of the app or portal, select 'Begin Registration' to set up your account.

#### STEP 3

Provide the required information to finish registration. You'll need to have your Policyholder ID Number and the amount of your last bill.



**Scan here**  
to download the  
app or visit the  
member portal!

### Manage your plan - anywhere, any time.

Access plan information, check coverage amounts, submit claims, and so much more! Your Personal member portal and mobile app make managing your plan a breeze.

Once registered, you can use your member portal and mobile app to:

- Submit claims quickly and easily
- View recent claims, their amounts and status
- Search coverage and benefit details, including prescription drugs
- Set up direct deposit and make premium payments

### Member portal & mobile app 101:

#### Submit claims

The fastest and easiest way to submit claims. Select 'Submit a Claim'. We'll automatically include your name and policy information, so you'll just need to upload your receipt.

#### Set up direct deposit

Receive your claim reimbursements even faster by signing up for direct deposit. Navigate to 'My Information' and select 'My Banking.' Under 'Claim Reimbursements,' select 'Direct Deposit' and follow the on-screen instructions.

#### Check your coverage balance

Never again wonder how much massage coverage you have left to use. Navigate to 'My Coverage,' then choose the benefit for which you want to see coverage details and balance information.

Want more info? Visit [sk.bluecross.ca/self-service](http://sk.bluecross.ca/self-service) for more self serve help and how-to videos!

## Questions? We have answers.

### **I have more than one health plan. Who do I submit my claims to first?**

When you're covered under more than one health plan, you can enjoy the benefits of both. Submit your claim under your primary plan, then submit the remainder of that claim to the other plan. Visit [sk.bluecross.ca/manage](https://sk.bluecross.ca/manage) and select 'Coordinating Benefits' to learn which of your plans you should submit to first.

### **Can I add my spouse and children to my policy?**

You can apply to add your spouse and/or child(ren) to your policy by completing a Personal Health Plan application.

### **Who can register for an account on the portal or the app?**

Only the main policyholder can register for an account on the personal member portal & mobile app. Other policy members must use the same account.

### **How long do I have to submit claims?**

All plans have a submission deadline of 12 months from the date of service/purchase for their claims to be assessed. Your plan must have been active at the time of the service.

### **How will I know when my submitted claim has been processed?**

Claims that have been submitted through the member portal will appear as received in the My Claims section of the main page of the portal. Once your claim has been assessed, each receipt will appear separately with the reimbursement details in the My Claims section.

### **How can I find out if a specific procedure is covered under my dental benefits?**

You can submit an estimate into our office in the same manner you would submit your claims (through your Personal member portal or app, online directly through our website, in person or by mail).

### **Can I add other options to my plan?**

Yes, you can add optional coverage for hospital cash, prescription drugs, dental, student accident, and VIP travel to your plan. Learn more about available options by visiting [sk.bluecross.ca/health](https://sk.bluecross.ca/health).

## Get in touch

- [sk.bluecross.ca](https://sk.bluecross.ca)
- 1-800-667-6853 toll-free in Canada
- Our Saskatoon or Regina offices
- Your local insurance broker

## Build your knowledge.

Visit our website at [sk.bluecross.ca/build-your-knowledge](https://sk.bluecross.ca/build-your-knowledge) to access a wealth of resources designed to build your understanding of insurance and empower you to take care of your health and wellness.

### **INSURANCE BASICS**

Your crash course in Insurance 101 - get back to basics and build a strong foundation of insurance knowledge.

### **WELLNESS WEEKLY**

Check out our weekly health & wellness blog for tips and tricks to take care of yourself.

### **HEALTH EMPOWERMENT**

Resources created to support you in taking charge of your health.

## Member perks.

In addition to comprehensive health coverage, your membership comes with access to:

### **BLUE ADVANTAGE**

Savings on healthcare-related products and services from participating providers. [blueadvantage.ca](https://blueadvantage.ca)

### **STRONGER MINDS BY MINDBEACON**

Your space for strengthening your mental health. [mindbeacon.com/strongerminds](https://mindbeacon.com/strongerminds)