



Cardholder Website Instructions for Members

Simple and secure

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

On the cardholder 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

Member Information:

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

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 balances (where applicable)

First-time access to the cardholder website

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 Cardholders/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 **Login** once the changes are saved

Please note your user ID and password for future reference

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

For further information on the cardholder 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.



@MedavieBC



MedavieSmallSteps.com

www.medavie.bluecross.ca/members

