

Processing claims for National Blue Cross members

October 11, 2022

Over the past several months, you may have received communication from various Blue Cross insurers about changes to the claiming process for our national members (less than 1% of all Blue Cross members). All changes will be complete as of October 17, 2022.

This change only applies to members with plans based outside your region may who have received a replacement card.

How to identify impacted Blue Cross members

Members impacted by this change have received communication and may have received a new member ID card (physical and/or digital). Some may also receive new policy and/or identification numbers. To ensure claims adjudicate correctly, please update your files.

They have also been advised to inform you of this change so that you can submit claims to the correct Blue Cross/3rd Party Claims Processor.

How to submit claims for National Blue Cross members

Please submit the online claim to the applicable Blue Cross/3rd Party Claims Processor.

Alberta Blue Cross	Carrier ID # 11	1-800-361-9632
Medavie Blue Cross	BIN # 610047	1-800-667-4511
Manitoba Blue Cross	BIN # 610530 Carrier ID #02	1-888-596-1032 ext:8856
Saskatchewan Blue Cross	BIN # 610047	1-800-667-6853
My PBC Benefits (Pacific Blue Cross)	Telus Adjudicare – Carrier ID # 34	1-866-240-7492

Claims submitted to the incorrect Blue Cross will be rejected.

If you have a rejected claim from a Blue Cross member, you should ask to see their ID card and/or confirm their information on your system.

Thank you for helping us support the health of our Blue Cross Members.

