

Guide to using *the plan administrator website*



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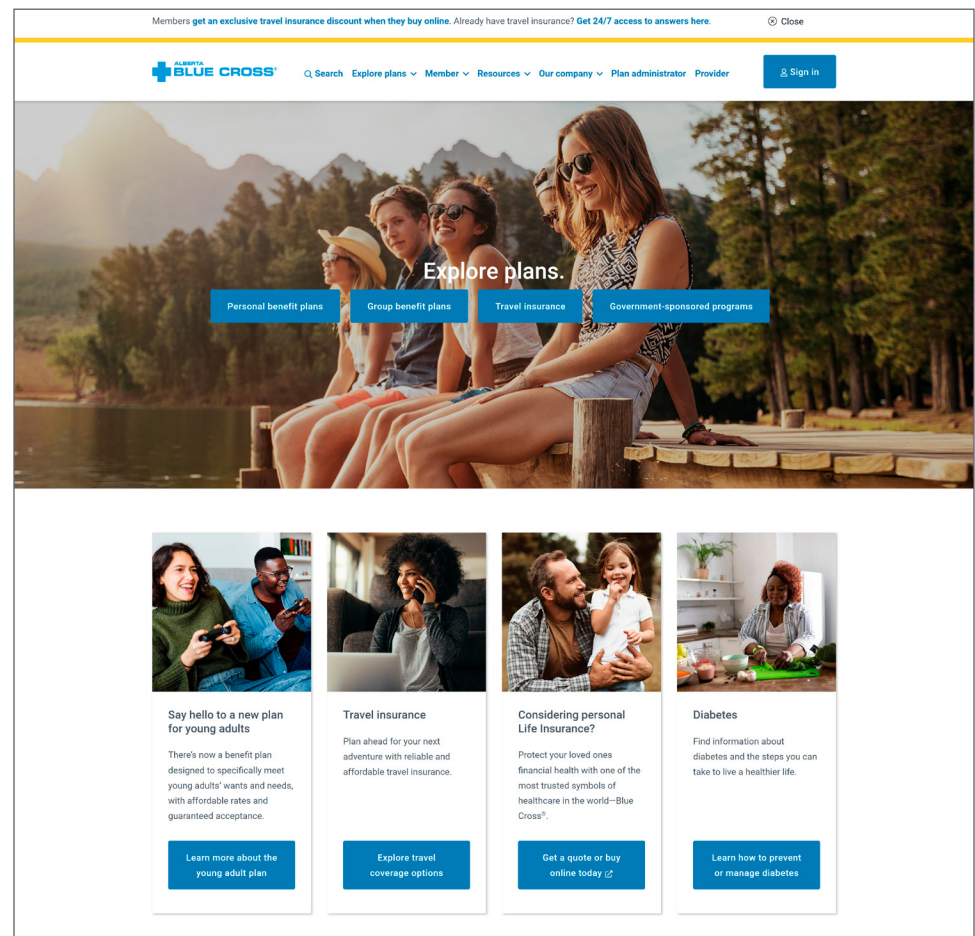
Chapter 1: Introduction

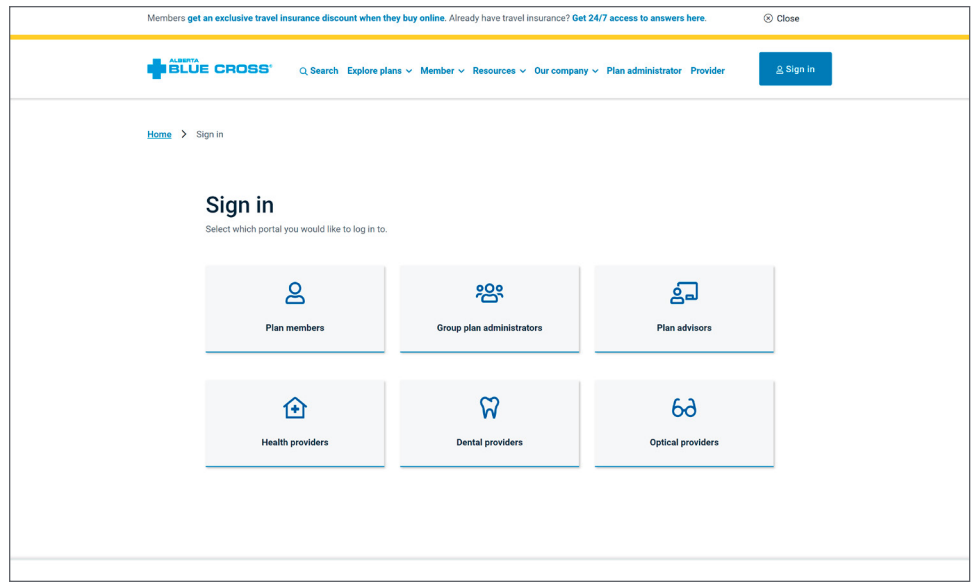
Advantages of updating through the Alberta Blue Cross secure website

The web site for plan administrators has been designed to balance your need for convenience and ease of use with the necessity of maintaining the security of your plan members' information. Through the site, you have 7-day-a-week access for submitting employee eligibility information, checking the status of recent updates to employee files, ordering new Alberta Blue Cross ID cards, viewing your plan's Statements of Account, and more. In addition, tracking updates and changes to plan member's files has never been easier because each update submitted through the site receives a unique confirmation number.

The website address

Go to www.ab.bluecross.ca then click the **Sign in** button in the top right-hand corner and choose **Group plan administrators**.





Balancing convenience and security

The Terms of Use outlined near the end of this document are intended to establish operating procedures that appropriately restrict access to confidential information and clearly explain the rights and responsibilities of all parties involved. The Terms of Use may be amended occasionally, so please refer to the website for the most up-to-date version.

All information accessed through the website is confidential and is intended for your use only as the group's plan administrator.

Keep your file copies

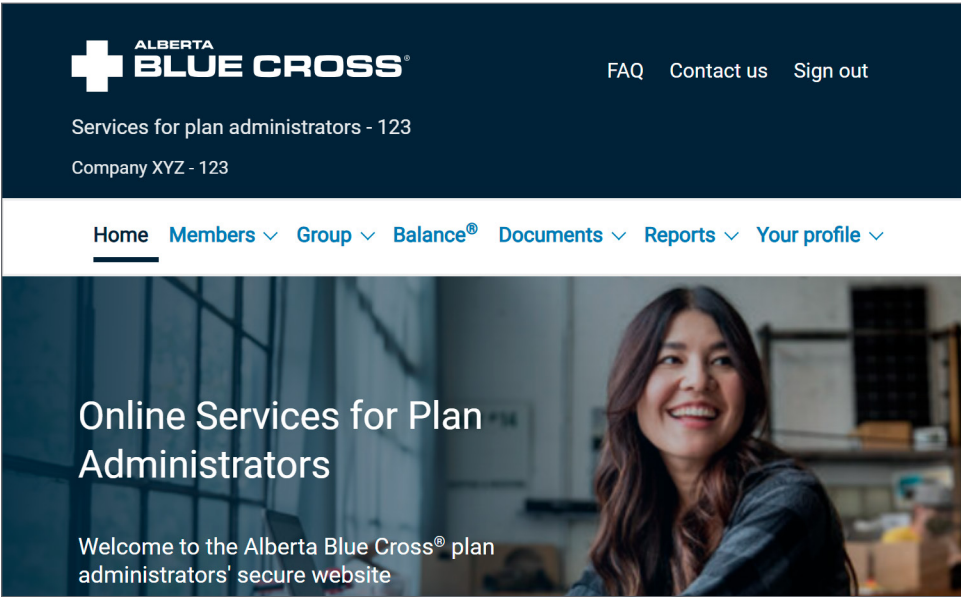
Although employee transfers, enrolments, terminations, reinstatements and information updates can be submitted through the website, it is important to keep original signed and dated applications and change forms on file in case they are requested. Failure to provide necessary support documents when requested could affect coverage provided.

Please refer to the Terms of Use at the end of this document and on the website for a description of document retention requirements.

Chapter 2: Summary of site features

Tip: Ensure pop-up's are enabled.

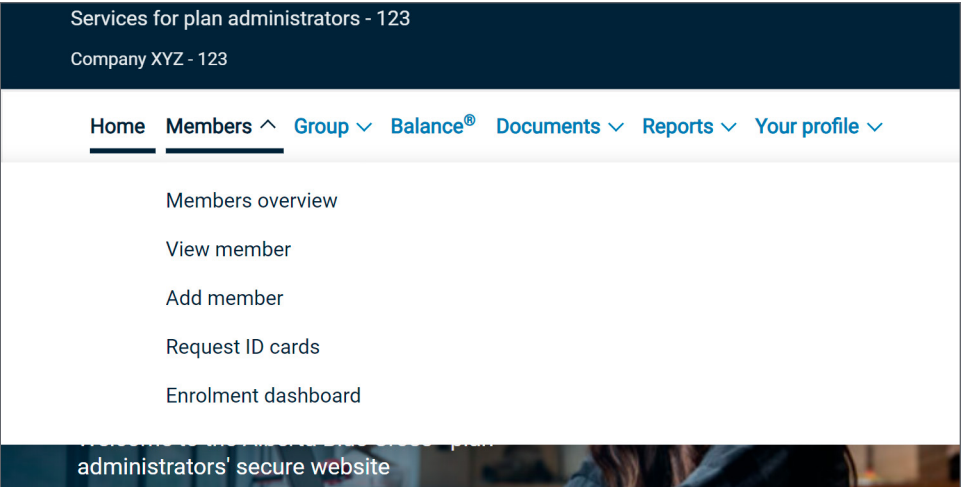
At the top of each page, there is a menu with the following main headings:



Home—This is the first page of the website. It contains links to most of the content in the site.

Member—View member information including the following:

- **View member**—Search for your plan member’s file by entering information such as ID number, employee number or last name and birth date.
- **Add member**—Use this function to add a new plan member to your group benefit plan.
- **Request ID cards**—If one of your plan members needs new ID cards you can use this feature to order them online or to print them immediately. 2 identification cards will be issued for each request.



Members



We value your opinion

[Contact us](#)

Please call Alberta Blue Cross at 780-498-5925 (Edmonton) or 1-866-498-5925 (all other areas) Monday to Friday from 8:30 a.m. to 5:00 p.m. Mountain Standard Time.

Reports

[Request report](#) - Request reports that are available to you.

[View report](#) - View reports you have requested in the last 45 days.

[Online updates](#) - Use this menu item to view records for all updates submitted for your benefits plan through this web site during the

Members

[View member](#) - Search by identification number, employee number or surname and birthdate for your plan members' file information.


[Add member](#) - Use this function to add a new plan member to your group benefit plan.

[ID cards](#) - Use this link to easily generate and print employee ID cards.

[Enrolment dashboard](#) - a listing of the member self enrolments that are in progress.

Group—Most information in the **Group** area of the site is in Adobe Portable Document Format (PDF) or Excel spreadsheets. The **Group** content includes:

- **Section information**—View and update the address we have on file for your company. The name of the plan administrator for this section and contact information for your sales and service representatives are also available here.
- **Contracts and booklets**—Your group's contracts and benefit booklets are available in PDF format.
- **Forms**—Print the forms used most frequently by plan administrators.
- **Member listing**—Run a report listing plan members, their dependents and their benefits.
- **Spending account** (*if applicable*)—Information including your claiming limitation and carry-forward rules, policy year, reimbursement choice, termination rules, payments and/or statements, dependent claims and method of allocating credits.
- **Statements of account**—This is available in both PDF and Excel format for the last 12 months. If applicable, the pre-authorized debit banking information we have on file for you is also available on this page as well as a printable **Guide to Your Statement of Account**.
- **Over-age reports**—These reports contain a listing of dependents approaching benefit age limits.

 **ALBERTA
BLUE CROSS®**

FAQ Contact us Sign out

Services for plan administrators - 123

Company XYZ - 123

[Home](#) [Members](#) ▾ [Group](#) ▴ [Balance®](#) [Documents](#) ▾ [Reports](#) ▾ [Your profile](#) ▾

[Group overview](#)

[Section information](#)

[Contracts and booklets](#)

[Forms](#)

[Member listing](#)

[Spending account](#)

[Statements of account](#)


[Overage reports](#)

[MUW decision reports](#)

Members

Search for members, add new members, terminate members and request new ID cards here.

Has your company moved locations?



Groups



Groups

[Section information](#) - The information we have on file for your group is available through this link for viewing and updating.

[Contracts and booklets](#) - Your group's contracts and booklets are posted in PDF format for you to view.

[Forms](#) - The forms used most frequently by plan administrators are for viewing and printing through this link.

[Member listing](#) - A listing of members and their dependents.

[Spending account](#) - Information, including your claiming limitation and carry forward rules, frequency of cheques and statements and termination rules.

[Statements of account](#) - Your statements of account, draft statement of account, billing guides and pre-authorized debit information for you to view.

[Overage reports](#) - A listing of dependents approaching benefit age limits.

[MUW decision reports](#) - A listing of MUW decision reports.

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[Contact us](#)

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Reports

[Request report](#) - Request reports that are available to you.

[View report](#) - View reports you have requested in the last 45 days.


[Online updates](#) - Use this menu item to view records for all updates submitted for your benefits plan through this web site during the past 90 days.

Documents

[Upload documents](#) - Use this functionality to send files and documents to Alberta Blue Cross.

[Document history](#)

Documents—Click on *Documents* to view records for all updates submitted for your benefit plan through this website. You may search a date range or by confirmation, ID, employee number, last name, or a quick search of the past 90 days.



FAQ Contact us Sign out

Services for plan administrators - 123

Company XYZ - 123

Home Members ▾ Group ▾ Balance® Documents ^ Reports ▾ Your profile ▾

Documents overview

Upload documents

Document history

Administrators

Welcome to the Alberta Blue Cross® plan administrators' secure website



FAQ Contact us Sign out

Services for plan administrators - 123

Company XYZ - 123

Home Members ▾ Group ▾ Balance® Documents ▾ Reports ▾ Your profile ▾

Documents



We value your opinion

[Contact us](#)


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Reports

[Request report](#) - Request reports that are available to you.

Documents

Reports—Click on *Reports* to view records for all updates submitted for your benefit plan through this website. You may search a date range or by confirmation, ID, employee number, last name, or a quick search of the past 90 days.



FAQ Contact us Sign out

Services for plan administrators - 123

Company XYZ - 123

Home

Members ▾

Group ▾

Balance®

Documents ▾

Reports ^

Your profile ▾


Reports overview

Request report

View report

Recent online updates

Welcome to the Alberta Blue Cross® plan administrators' secure website



FAQ Contact us Sign out

Services for plan administrators - 123

Company XYZ - 123

Home

Members ▾

Group ▾

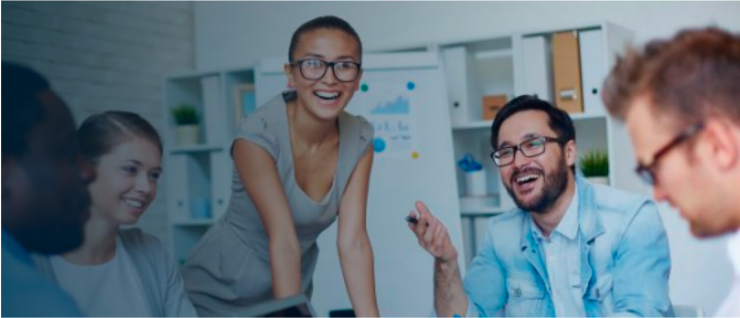
Balance®

Documents ▾

Reports ▾


Your profile ▾

Reports



Your profile

- **Change password**—Click on the *Change password* menu item to change your password at any time from within the website.
- **Reminder questions and answers**—During website registration you are asked to provide security questions and answers. This information is used to identify you when you phone our offices or online if you should ever happen to forget your password.



FAQ Contact us Sign out

Services for plan administrators - 123
Company XYZ - 123


[Home](#) [Members](#) ▾ [Group](#) ▾ [Balance®](#) [Documents](#) ▾ [Reports](#) ▾ [Your profile](#) ^

Profile overview

Change password

Reminder questions and answers

Member self enrolment email alerts



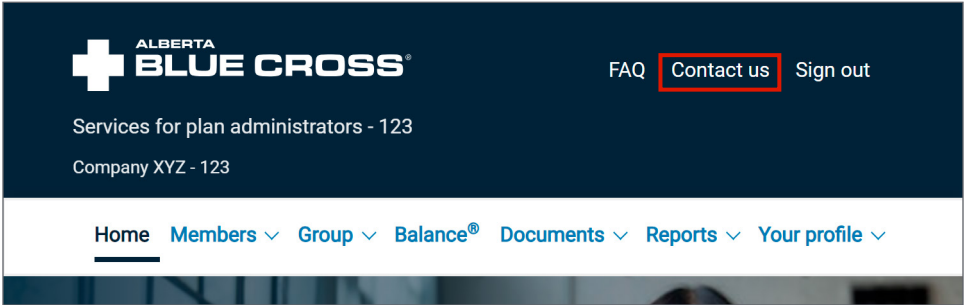
User account

[Change password](#) - Update your secure password.
[Reminder questions and answers](#) - Update your reminder questions.
[Member self enrolment email alerts](#) - Update your email alert preference.

Reports

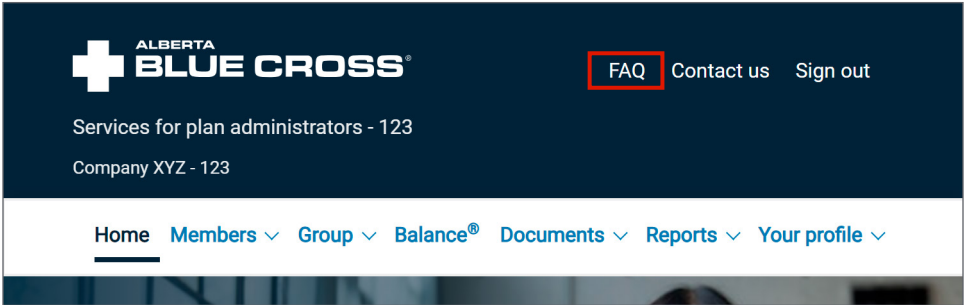
[Request report](#) - Request reports that are available to you.
[View report](#) - View reports you have requested in the last 45 days.
[Online updates](#) - Use this menu item to view

Contact us—Submit your questions here and we'll reply by email or phone as soon as possible. If your information is of a confidential or personal nature, please contact us directly via phone at 780-498-5925 (Edmonton and area) or toll-free in other areas of Canada and the U.S. at 1-866-498-5925. Our regular office hours are Monday to Friday from 8:30 a.m. to 5 p.m. Mountain Time.



FAQs

- Tips to help you use the website effectively. These are based on site users' questions and will be updated as needed.
- Answers to the most common questions group administrators ask about their Alberta Blue Cross plans:
 - Employee eligibility, waiting periods, changes in eligibility, terminations, making your payment, coordination of benefits and who can answer your questions.



Chapter 3: Members

Tip: To speed up the process of adding a plan member, make sure you have the member's email and mailing address, including their postal code.

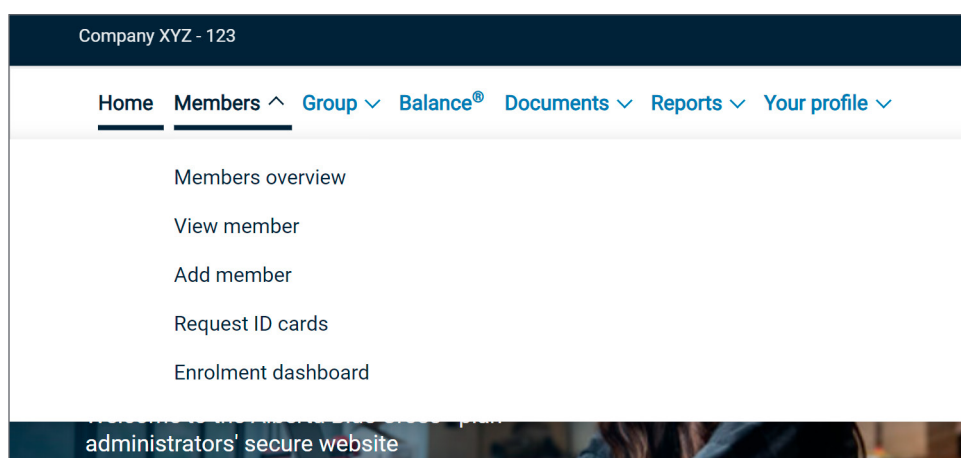
Adding a new plan member

This function allows you to add a new member and their eligible dependents to your benefit plan. 2 identification cards will be issued upon completion of processing by Alberta Blue Cross. (Note: to add a new dependent to an existing employee's file, see the **Viewing and updating information for a plan member** section.)


Although you will not be required to submit the paper application, it must be signed, dated and kept in your files to be produced if requested.

There are 2 ways to begin:

Click on **Members** in the top menu bar, then choose **Add member** from the sub-menu.



Or, navigate to the **Members** page of the website and choose **Add member** from the descriptions in the **Members** block.



We value your opinion

[Contact us](#)

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Members

[View member](#) - Search by identification number, employee number or surname and birthdate for your plan members' file information.

[Add member](#) - Use this function to add a new plan member to your group benefit plan.

[ID cards](#) - Use this link to easily generate and print employee ID cards.

[Enrolment dashboard](#) - a listing of the member self enrolments that are in progress.

The group number will be filled in for you so you only need to enter the section you'd like the member to be enrolled in. Class information will be provided automatically based on the section indicated.

Enter group information

Group Information

*Group number
00000

*Section
C12
☐ Blank

*Class
Class

Next

View potential matches

When you click **Next** on the **Create member general information** screen, the website may display possible matches to the information you've entered to help avoid the creation of duplicate records. If there are no possible matches, you will proceed to the **Create** screen.

Select a matching participant and its related participants for copy

Member general demographic information

Last name
Doe

Preferred first name

Birth date
Jan 01, 1990

Personal health number

First name
Tim

Middle name

Gender
Male

Matching participants

[Show all](#) | [Hide all](#)

Name	Participant type	Birth date	Group	PHN	Status	Effective	Termination
⊕ Doe, Jane	Member	Jan 01, 1990	999-A-A		I	Aug 01, 2023	
⊕ Doe, Jane	Member	Jan 01, 1990	999-A-A		C	Apr 01, 2023	
⊕ Doe, John	Spouse	Jan 01, 1990	999-A-A		I	Aug 01, 2023	
⊕ Doe, John	Member	Jan 01, 1990	999-A-A		C	Jan 01, 2023	

Copy and continue

Edit

View

C: Complete
I: Incomplete
M: Incomplete - Missing Information
UR: Under Review

Back

Next

Show—expands the table to show dependents associated with this plan member.

Copy and continue—base a new plan member's information on the information available for an existing file.

Edit—modifies an existing file.

View—allows you to take a closer look at the file to determine if it is an exact match or just a similar file.

Next—continue and create a new file.

Enter the member's postal code and click **Go**.

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Create member demographic information

General information

	Name	Group #	Section	Class	Life group
Group information	Company XYZ	123	A	A	456
Enrolment status	Incomplete				

General demographic information

*Last name	Doe	*First name	John
Preferred first name	Johnny	Middle name	
*Birth date	1992-02-11 (YYYY/MM/DD)	*Gender	Male ▼
Personal health number			

Mailing address

*Mailing

☒ Canadian address
 ☐ Non-Canadian address

*Postal code
 Canada post lookup

Contact number

	Number	Ext.
Home phone	<input type="text"/>	
Day time phone	<input type="text"/>	<input type="text"/>
Fax phone	<input type="text"/>	
Cell phone	<input type="text"/>	

[Shopping cart](#) |
 [Sign in](#) |
 [Contact us](#) |
 [Français](#)

[Home](#) |
 [Business Solutions](#) |
 [Tools](#) |
 [Shop](#) |
 [Support](#) |

E-mail effective date

(YYYY/MM/DD)

[Managing Mail](#)
[Sending](#)
[Business Solutions](#)
[Tools](#)
[Shop](#)
[Support](#)

[Call phone](#)
[CART](#)
[SIGN IN](#)
[CONTACT US](#)
[FRANÇAIS](#)

Find a Postal Code

Find a postal code for an address in Canada. In the box below, start typing an address, rural route or PO Box, General Delivery or civic number.

Powered by **AddressComplete**

Example: 1-19 Spadina Ave

Tips

- Enter the address all on one line.
- Include a unit or apartment number if applicable.
- Remember that rural addresses often start with RR, PO Box or RD.

Postal Rates

Canada

\$0.85 0-30g | \$1.20 30-50g | \$1.80 50-100g

USA

\$1.20 0-30g | \$1.80 30-50g | \$2.95 50-100g

International

\$2.50 0-30g | \$3.60 30-50g | \$5.90 50-100g

Tip: Once you look up a postal code, please copy and paste it into the postal code field.

Based on the postal code, the street, city, province and country will be populated. All you need to do is enter the number (for example, 10212).

If you cannot enter the postal code, you may leave the field blank and click **Go**.

Tip: What if there isn't a valid Canadian postal code for the plan member? (This could happen if the plan member is living in a new district.)

You will see an information message like the one below. Click **OK** to continue.

If the address cannot be verified after entering the postal code and address, use the "Other" radio button to enter it manually.

*Click **OK** and enter the address without the postal code.*

Click on *Non-Canadian* address to enter addresses for plan members outside Canada.

Mailing

Canadian address

Non-Canadian address

* Country

Additional information

(Examples: Department of Medicine, Accounts Receivable)

Address line 1

Address line 2

Address line 3

City

Province/State

Postal/Zip Code

Reset

Tip: If you leave the effective date blank on any screen, the website will display it as 1800-01-01 or Jan 01, 1800.

E-mail

Primary e-mail

jdoo@demonstration.ca

E-mail effective date

(YYYY-MM-DD)

Single/family, date hired and employee information

- Enter the requested information about the type of coverage (for example, single or family), date of hire and signature date.
- Effective dates will be calculated for you based on your plan’s rules.
- Date of receipt will always be today’s date.

Tip: If your group administers its own waiting periods, there will not be an automatically-calculated effective date and instead there will be a field where you can enter the appropriate effective date.

Group information

Company XYZ 123 A A 456

Enrolment status

Incomplete

Member general demographic information

Name

Doe, John

Birth Date

Feb 11, 1992

Gender

Male

Participant coverage

*Participant coverage

Family

Member eligibility date attributes

Employee signature date

20XX-04-01

(YYYY/MM/DD)

Effective date

Jul 01, 20XX

System calculated effective date

Jul 01, 20XX

*Date of hire

20XX-04-01

(YYYY/MM/DD)

Date of receipt

Apr 01, 20XX

Waive waiting period

☐

Member attributes

Employee number

Unique identifier

*Weekly hours worked

Department identifier

Union identifier

Once the employee signature date and date of hire are entered, and if the member qualifies, the “Waive waiting period” check box will appear.

Member eligibility date attributes

* Employee signature date

20XX-04-01

(YYYY-MM-DD)

Effective date

Jul 01, 20XX

System calculated effective date

Jul 01, 20XX

Date of hire

20XX-04-01

(YYYY-MM-DD)

Date of receipt

April 01, 20XX

Waive waiting period

☐

If you check the box, a warning message will appear.

Create member information

Warning message

I understand that waiving the waiting period is done as an exception to the contract.

Cancel

OK

Click Cancel to go back to the Edit page and make changes.

Click OK to accept the changes and continue.

Once you click **OK**, the dates will change accordingly.

Member eligibility date attributes

* Employee signature date

20XX-04-01

(YYYY-MM-DD)

Effective date

April 01, 20XX

System calculated effective date

April 01, 20XX

Date of hire

20XX-04-01

(YYYY-MM-DD)

Date of receipt

April 01, 20XX

Waive waiting period

☒

19

Tip: Depending on the type of dependent you're adding, additional information may be required

Add dependents, if applicable

Create member general informations

General information		Name	Group #	Section	Class	Life group
Group information		Company XYZ	123	A	A	456
Enrolment status		Incomplete				

Spouse information

*Last name	<input type="text"/>	*First name	<input type="text"/>
Preferred first name	<input type="text"/>	Middle name	<input type="text"/>
*Dependent Type	<input type="text"/>	*Gender	<input type="text"/>
*Birth date	<input type="text"/>		
	(YYYY/MM/DD)		
Personal health number	<input type="text"/>	Unique identifier	<input type="text"/>

Dependent information

*Last name	<input type="text"/>	*First name	<input type="text"/>
Preferred first name	<input type="text"/>	Middle name	<input type="text"/>
*Dependent Type	<input type="text"/>	*Gender	<input type="text"/>
*Birth date	<input type="text"/>		
	(YYYY/MM/DD)		
Unique identifier	<input type="text"/>		

Dependent type dropdown menu:

- Aunt/Uncle
- Brother/Sister
- Brother/Sister-in-law
- Child
- Common-law child
- Foster child
- Grandchild
- Grandparent
- Niece/Nephew
- Parent

Tip: Contact us for additional information on processing over-age dependents

Over-age dependents

If you add a dependent who is 21 or older, you will need to check either the Disability or Student indicator. If an over-age student finishes school before reaching the age of 25, you must enter a termination date. **Unchecking the Student indicator will not terminate their coverage.**

Dependent type

Birth date
(YYYY-MM-DD)

Disability indicator ☐

Student indicator ☒

Tip: If a dependent coordinates benefits, but the member doesn't, please contact Group Administration and we will enter the coordination information.

Tip: To add coordination of benefits or a waiver after initial enrolment, contact group administration.

Tip: Choose the **Save** button instead of **Save and continue** if you would like to partially complete the enrolment and come back later to finish it.

Waiving coverage and coordination of benefits

Indicate which benefits the plan member wishes to waive (if any) due to spousal coverage and add coordination of benefits details, if applicable.

Create Waiver or Coordination of Benefits

General information					
Group information	Name	Group #	Section	Class	Life group
Enrolment status	Company XYZ	123	A	A	456
Incomplete					

Waiver information
The member chooses to waive the following benefits due to spousal coverage.

HEALTH
Waive ☐ No ☒ Yes

Participant	Effective	Termination
Doe, John	Jul 01, 20XX	
Doe, Jane	Jul 01, 20XX	

Other coverage information
*Name
*Policy number
Note: Please ensure employee understands that if benefits have been waived, they will not be able to re-enrol for these benefits at a later date unless their application occurs within 31 days of termination of spousal coverage.

DENTAL
Waive ☒ No ☐ Yes

LIFE/DISABILITY
Waive ☒ No ☐ Yes
(Note: Subject to group contract participation requirements)

Coordination of Benefits
Does the member wish to coordinate health and/or dental benefit with another insurance company?
☒ No ☐ Yes - If yes, please indicate:
*Name of insured
*Name of insurance company
*Policy number
Benefits covered ☐ Health ☐ Dental ☐ Drugs ☐ Vision

Back **Delete** **Save** **Save and continue**

Tip: Salary is only required if it is needed to calculate the volume of coverage for your employee. For example if your basic life benefit is based on 2 times the annual salary, we would need to know the salary in order to calculate the appropriate coverage.

Create health and/or dental benefits

Create health and /or dental benefits

General information

Name	Company XYZ	Group #	123	Section	A	Class	A	Life group	456
Group information									
Enrolment status	Incomplete								

Mandatory health and/or dental enrolment packages

Details	Benefit	Participant package coverage	Effective (YYY-MM-DD)	Termination	Waive status
Show	Dental	Family	20XX-07-01		

Optional health and/or dental benefits

Details	Benefit	Participant package coverage	Effective (YYY-MM-DD)	Termination	Waive status
No information to display.					

Back
Delete
Save
Save and continue

Tip: Choose the occupation category from the drop-down list that most closely matches the occupation of the member then enter the exact occupation in the field below.

Add life and/or disability benefit information (if applicable)

Create life and/or disability benefits

General information

Name	Company XYZ	Group #	123	Section	A	Class	A	Life group	456
Group information									
Enrolment status	Incomplete								

Life and/or disability benefits

Benefit	Participant package coverage	Over-age class	Effective (YYYY-MM-DD)	Termination
Basic Life	Single		20XX-07-01	
AD&D	Single		20XX-07-01	
Dep Life	Family		20XX-07-01	
WI	Single		20XX-07-01	
LTD	Single		20XX-07-01	

Optional life benefits

Benefit	Participant package coverage	Over-age class	Effective (YYYY-MM-DD)	Termination

Member salary and occupation

***Salary (\$)**

***Salary frequency type**

Hours worked per week

***Occupation category**

Occupation

Back
Delete
Save
Save and continue

- Hospitality (e.g. hotel) and food service
 - Foreman/supervisor in production & manufacturing
 - Health & education (nurse, teacher, social worker, nurse aide, couns
 - Police, fire and pilots
 - Labourers and heavy equipment operators
 - Mgmt, IT professionals, accountants, lawyers, engineers (white colla
 - Executives
 - Assembler, shipper and warehousing
 - Lab techs, dental assistants, therapists, installation professionals
 - Sheet metal worker, pipe fitter, welder, machinist, construction, and
 - Plumber, mechanic, cabinetmaker, electrician
 - Sales, service & retail
 - Office & clerical (e.g. bookkeeper, customer service)

Create spending account benefits

General information

Group information

Name

Company XYZ

Group #

123

Section

A

Class

A

Life group

456

Enrolment status

Incomplete

Spending account benefits

Benefit	Participant package coverage	Effective (YYYY-MM-DD)	Termination
No information to display.			

Optional spending account benefits

Selection	Benefit	Participant package coverage	Effective (YYYY-MM-DD)	Termination
<input type="checkbox"/>	HEALTH SPENDING ACCOUNT	Family	<input type="text"/>	
<input type="checkbox"/>	TAXABLE SPENDING ACCOUNT	Single	<input type="text"/>	

Back

Delete

Save

Save and continue

Review the information you are about to submit

- If any changes are needed, click on an **Edit** button to make changes before you submit the enrolment.

Review

General information

Group information	Name Company XYZ	Group # 123	Section A	Class A	Life group 456
Enrolment status Incomplete					

Member demographic profile

Last name	Doe	First name	John
Preferred first name		Middle name	
Birth date	Jan 01, 1990	Gender	Male
Personal health number			
Address 12345 Main ST EDMONTON AB L1L 1L1 Canada			

Use type	Number	Ext.
No information to display.		
Primary e-mail	Edit	Effective date

Participant coverage

Participant coverage	Effective date	Termination date
Family	Apr 01, 20XX	
Edit		

Member eligibility date attributes

Employee signature date	Jan 01, 20XX	Date of hire	Jan 01, 20XX
Effective date	Apr 01, 20XX	Date of receipt	Feb 05, 20XX
System calculated effective date	Apr 01, 20XX		
Edit			

Member attributes

Employee number	Department identifier
Unique identifier	Union identifier
Weekly hours worked	Edit

Waiver or Coordination of Benefits

Coordination of benefits

Name of insured	Policy number
Name of insurance company	Benefits covered <input type="checkbox"/> Health <input type="checkbox"/> Dental <input type="checkbox"/> Drugs <input type="checkbox"/> Vision
Edit	

Delete **Submit**

Tip: Be very careful about clicking the **Delete** button. A warning message will appear, but if you disregard this, you will lose all the information you enter for this plan member.

ibluelink.ab.bluecross.ca says

Are you sure you want to delete this record?

This action cannot be undone!

OK **Cancel**

Confirmation and ID card

- In most cases you will receive an ID number for the plan member and be able to print an ID card for them immediately. You will also be able to view and save a PDF containing details for your records.

Confirmation

General information

	Name	Group #	Section	Class	Life group
Group information	Company XYZ	123	A	A	456
Enrolment status	Complete				

Member information

Name	Doe, John	ID number	20001963
------	-----------	-----------	----------

Details

Benefit information has been successfully submitted, and ID cards will be automatically issued for this participant.

Please use this confirmation number for inquiries 27728. We recommend printing a copy of the information you have submitted by clicking on the confirmation number.

Create participant

Search for participant

Print ID card

Close







Tip: You may print ID cards for the plan member, but it is not necessary; Alberta Blue Cross will mail the cards.

Click on the confirmation number to print a copy of the transaction for your records

Employee Benefits Application

Printable ID Cards

[illegible]

<p>TRAVEL EMERGENCY CONTACTS 1-800-725-2249 (Canada and U.S.A. toll-free) 1-800-225-4249 (in all other countries call collect) For more information, visit www.alberta.ca</p> <p>GENERAL INQUIRIES 1-800-725-2249 For general inquiries about direct billing rates, please call 1-800-725-2249.</p> <p>INFORMATION FOR PROVIDERS For provider support with direct billing rates, please call 1-800-725-2249. Alternatively, you may write to: providersupport@bluecross.ca or email: providersupport@bluecross.ca Download providers' certificate number (PDF)</p> <p><small>Remember to print your Blue Cross Provider Certificate number and the name of the person you are providing services to, and bring it with you when you provide services. For more information, visit www.alberta.ca</small></p>	<p>TRAVEL ASSISTANCE For information on how to make a claim for travel assistance, visit www.alberta.ca</p> <p>ALBERTA BLUE CROSS alberta.bluecross.ca</p>	<p>ALBERTA BLUE CROSS  HEALTH 1-800-725-2249 June 30 1-800-225-4249 All Time Group</p> <p>GROUP RATES 1-800-725-2249 June 30 1-800-225-4249 All Time Group</p> <p>SECTION A</p> <p> </p>
<p>TRAVEL EMERGENCY CONTACTS 1-800-725-2249 (Canada and U.S.A. toll-free) 1-800-225-4249 (in all other countries call collect) For more information, visit www.alberta.ca</p> <p>GENERAL INQUIRIES 1-800-725-2249 For general inquiries about direct billing rates, please call 1-800-725-2249.</p> <p>INFORMATION FOR PROVIDERS For provider support with direct billing rates, please call 1-800-725-2249. Alternatively, you may write to: providersupport@bluecross.ca or email: providersupport@bluecross.ca Download providers' certificate number (PDF)</p> <p><small>Remember to print your Blue Cross Provider Certificate number and the name of the person you are providing services to, and bring it with you when you provide services. For more information, visit www.alberta.ca</small></p>	<p>TRAVEL ASSISTANCE For information on how to make a claim for travel assistance, visit www.alberta.ca</p> <p>ALBERTA BLUE CROSS alberta.bluecross.ca</p>	<p>ALBERTA BLUE CROSS  HEALTH 1-800-725-2249 June 30 1-800-225-4249 All Time Group</p> <p>GROUP RATES 1-800-725-2249 June 30 1-800-225-4249 All Time Group</p> <p>SECTION A</p> <p> </p>

Print here

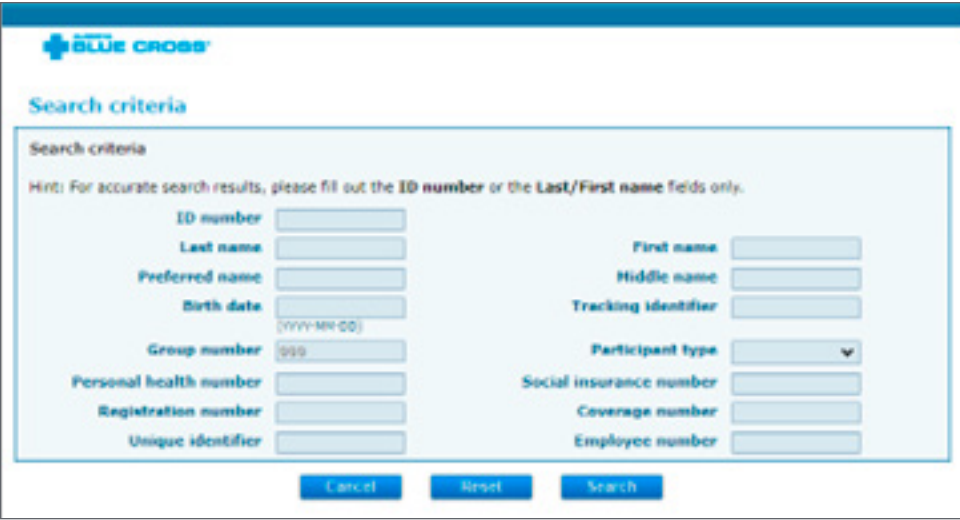
© The Blue Cross symbol and name are registered marks of the Canadian Association of Blue Cross Plans, an association of independent Blue Cross plans. Licensed to MB: BlueCross Corporation for use in operating the Alberta Blue Cross Plan. *Blue Shield is a registered trade mark of The Blue Cross of Canada (Blue Shield Association).

Tip: Unsure of the spelling? For last names, you may use an asterisk [] after 3 characters to replace the last part of the name. For example, if you are searching for MACDONALD you may enter MAC* to find all entries beginning with MAC. These could include, for example, MACDERMID and MACDIARMID.*

Viewing and updating information for an existing member

The processes for updating, transferring and terminating plan members are very similar. For all of those processes, you begin with step 1, searching for the member's file.

Use a benefit change form (ABC 20058 for Life and/or Disability Benefits groups or ABC 20065 for Health and Dental groups) as a guide for gathering the information you will need to submit through the site. Forms are available under **Group > Forms** on the top menu on all webpages.

The screenshot shows the 'Search criteria' form on the Alberta Blue Cross website. At the top is the 'ALBERTA BLUE CROSS' logo. Below it is the title 'Search criteria' and a hint: 'Hint: For accurate search results, please fill out the ID number or the Last/First name fields only.' The form contains two columns of input fields. The left column includes: 'ID number', 'Last name', 'Preferred name', 'Birth date' (with a '(YYYY-MM-DD)' format hint), 'Group number' (with '999' entered), 'Personal health number', 'Registration number', and 'Unique identifier'. The right column includes: 'First name', 'Middle name', 'Tracking identifier', 'Participant type' (a dropdown menu), 'Social insurance number', 'Coverage number', and 'Employee number'. At the bottom of the form are three buttons: 'Cancel', 'Reset', and 'Search'.

Updating information such as addresses, benefits or dependent information

Step 1:

- Click on the **Member** link at the top of the page, and then click on **View member**.
- Enter information you know about the member in the fields provided. Specific information, such as an ID number will take you directly to the member's file. If you enter general information, such as a last name only, you may be presented with several search results to choose from.
- Alberta Blue Cross ID number: this must be the plan member's Alberta Blue Cross ID number. You may include the dash and the 2 numbers after the dash, for example, 1234567-89, if available.
- Employee number: this number would be issued by your organization and may be used as the Alberta Blue Cross ID number (the number printed on the Alberta Blue Cross ID cards) as well.
- Birth date: this field can help narrow your search for an individual member's record, but may only be used if you have also entered a last name. The format for dates throughout the website is YYYY-MM-DD.

After clicking the **Search** button, you will either go straight to the member's record or see records for 1 or more plan member information if there are potential matches.

Step 2:

Once you find the file you need, you will be taken to the **View participant enrolment** screen. Buttons at the bottom of the page allow you to terminate or transfer the plan member or reinstate a terminated plan member. Quick links provide opportunities to edit the member's address, phone or change their benefit status from family or single coverage.

Step 3:

To edit member information, you may either:

- Use the quick links in the **General information** section of the **View participant enrolment** screen, or
- Select the **Member** tab and click the grey edit member button near the bottom of the page.

▼ General information

Member	Name	ID	Birth date	Over-age class	
	Doe, Jane	25042294-01	Jan 01, 1990		
Group information	Name	Group	Section	Class	Life group number
	AA Test Group	999	A	A	777-001-A
Effective	Apr 01, 2023	Participant coverage	Single		
Edit address Edit salary Edit participant coverage Add dependents					

OverviewMemberDependentHealth/dentalWellnessLife/disabilitySpending account

▼ Contacts

Mailing addressBLUE CROSS PLACE 0 10009
108 ST NW EDMONTON AB
T5J 3C5 Canada

Day time phoneHome phone

▼ Participant coverages

Participant coverage	Effective	Termination
Single	Apr 01, 2023	

▼ Dependents

Name	Type	Birth date	Effective	Termination	Termination reason	Over-age
No information to display.						

▼ Benefits

Benefit packages	Eligibility period
Health	Effective Apr 01, 2023
Dental	Effective Apr 01, 2023
Life and/or Disability	Effective Apr 01, 2023

▼ Subsidy periods

Level	Effective	Termination
No information to display.		

▼ Eligibility periods

Group	Section	Class	Effective	Termination	Termination reason
999	A	A	Apr 01, 2023		

CancelCloseTerminate memberTransfer memberMember class change

Follow the instructions to make changes to member information such as name, birth date, participant coverage (for example single or family), address and contact information.

▼ General information

Member	Name Doe, Jane	ID 25042294-01	Birth date Jan 01, 1990	Over-age class
--------	-----------------------------------	-------------------	----------------------------	----------------

Group information

Name AA Test Group	Group 999	Section A	Class A	Life group number 777-001-A
-----------------------	--------------	--------------	------------	--------------------------------

Effective
Apr 01, 2023

Participant coverage
Single

[Edit address](#)
[Edit salary](#)
[Edit participant coverage](#)
[Add dependents](#)

<

Overview

Member

Dependent

Health/dental

Wellness

Life/disability

Spending account

>

▼

Member information

Gender
[Female](#)

Personal health number

Employee number

Date of hire
Jan 01, 2023

Employee signature date
Jan 01, 2023

Department identifier

▼ Participant coverages

Include history ☐

Participant coverage	Effective	Termination
Single	Apr 01, 2023	

▼ Subsidy periods

Include history ☐

Subsidy level	Subsidy effective	Subsidy termination
No information to display.		

▼ Addresses

Include history ☐

Use type	Address	Effective	Termination
Mailing	BLUE CROSS PLACE 0 10009 108 ST NW EDMONTON AB T5J 3C5 Canada	Jan 01, 1800	

▼ Phones

Use type	Number	Ext.
No information to display.		

▼ Email

Include history ☐

Use type	Email address	Effective	Termination
Primary	declined@ab.bluecross.ca	Jun 29, 2023	

▼ Direct deposit information

Include history ☐

Account holder name	Transit	Institution	Account	Effective	Termination
No information to display.					

▼ Previous members

Name	Birth date	Effective	Termination	Termination reason
No information to display.				

Edit member

Cancel

Close

Terminate member

Transfer member

Member class change

Step 4:

Review the changes you've made and if necessary, make revisions. Click on the **Submit** button to confirm your changes.

Step 5:

Record the update's confirmation number for your files. Click the confirmation number to save the PDF for your files, with the option to print.

Terminating a plan member

- Click on **Member > View** member then search for the plan member you need to terminate.
- Click the **Terminate member** button at the bottom of the member's file.
- Enter the requested information and click **Next**.
- **Date of receipt**—field will be auto-populated with today's date in a non editable format.
- **Termination reasons should be chosen from the drop-down list which includes the following:** casual status, laid off, leave of absence, left employment, lock out, maternity leave, member deceased, parental leave, other coverage, over age, part time employment, retired, sabbatical and strike.
- **Date employment terminated**—enter the date the employee will cease, or has ceased, working for your organization.
- **System calculated termination date**—in most cases, this will be calculated for you based on the termination date you enter.

Enter termination information

Eligibility period *123-A-A (Jan 01 20XX -)

Group information	
Name	Company XYZ
Group #	123
Section	A
Class	A
Life Group number	456

Termination information

ID number 1234567891

Name Doe, John

***Date of receipt** 20XX-09-10

Termination reason Casual status

***Date employment terminated** 20XX-11-01
(YYYY-MM-DD)

System calculated termination date 20XX-11-01
(YYYY-MM-DD)

Cancel **Next**

After you click the **Next** button, you will see a review screen which allows you to make sure you've entered the termination correctly. Edit the information, if necessary, then click **Submit**.

Review termination information

Eligibility period

*123-A-A (Jan 01 20XX -)

General information

Group information	Name	Group #	Section	Class	Life group
	Company XYZ	123	A	A	456
Enrolment status	Incomplete				

Termination information

ID number	20001480
Name	Doe, John
Date of receipt	Nov 20, 20XX
Termination reason	Casual status
Date employment terminated	Nov 01, 20XX
System calculated termination date	Nov 30, 20XX
Termination date	Nov 30, 20XX

Edit

Cancel

Submit

You will see a confirmation page telling you that the information has been successfully submitted. Click on the confirmation number to print a copy of the termination for your records.

Tip: When an employee is reinstated, we will send ID cards automatically, so there is no need to order them.

Reinstating a terminated plan member

Use **Member > View** member to find the member's file. The **Overview** tab will contain information about the termination and at the bottom of the page, you will find buttons for reinstating the member.

View participant enrolment

▼ General information

Member	Name	ID	Birth date	Over-age class
	Doe, Jane	25042294-01	Jan 01, 1990	

Group information

Name	Group	Section	Class	Life group number
AA Test Group	999	A	A	777-001-A

Effective

Apr 01, 2023

Participant coverage

Single

Termination

Jun 30, 2023

Termination reason

Maternity/parental leave

[Edit address](#)
[Edit salary](#)
[Edit participant coverage](#)
[Add dependents](#)

Overview

Member

Dependent

Health/dental

Wellness

Life/disability

Spending account

▼ Contacts

Mailing address

BLUE CROSS PLACE 0 10009
108 ST NW EDMONTON AB
T5J 3C5 Canada

Day time phone

Home phone

▼ Participant coverages

Participant coverage	Effective	Termination
Single	Apr 01, 2023	Jun 30, 2023

▼ Dependents

Name	Type	Birth date	Effective	Termination	Termination reason	Over-age
No information to display.						

▼ Benefits

Benefit packages	Eligibility period
Health	Effective Apr 01, 2023 to Jun 30, 2023
Dental	Effective Apr 01, 2023 to Jun 30, 2023
Life and/or Disability	Effective Apr 01, 2023 to Jun 20, 2023

▼ Subsidy periods

Level	Effective	Termination
No information to display.		

▼ Eligibility periods

Group	Section	Class	Effective	Termination	Termination reason	Date employment terminated
999	A	A	Apr 01, 2023	Jun 30, 2023	Maternity/parental leave	Jun 20, 2023

Cancel

Close

Terminate member

Reinstate member

Reinstate member without lapse

Transfer member

Member class change

Enter reinstatement information

General information

Member

NameDoe, John
ID20001480-01
Birth dateNov 24, 1991
Over-age class

Group information

NameCompany XYZ
Group123
SectionA
ClassA
Life group number456

Effective

Jan 01, 20XX

Participant coverage

Single

Termination

Sep 31, 20XX

Termination reason

Casual status

[\[View XML\]](#)

Reinstatement information

* Group number

123

* Section

A

☐ Blank

* Class

A - All eligible employee

* Date returned to work

(YYYY-MM-DD)

Date of Receipt

Dec 01, 20XX

Cancel

Next

Reinstating a plan member without a lapse will result in a warning message being displayed. If you click *OK*, the member will be reinstated without a gap in their benefits.

Reinstate Member

Reinstatement information

Group number

123

Section

A

Class

A - All eligible employees

Warning

System will reinstate member without lapse.

Do you wish to continue?

Cancel

OK

32

Tip: Contact us for additional information on processing over-age dependents.

Health/dental tab

View participant enrolment

General information

Member	Name	ID	Birth date	Over-age class
	Doe, Jane	25042294-01	Jan 01, 1990	

Group information

Name	Group	Section	Class	Life group number
AA Test Group	999	A	A	777-001-A

Effective: Apr 01, 2023 **Participant coverage:** Single

[Edit address](#) [Edit salary](#) [Edit participant coverage](#) [Add dependents](#)

< Overview Member Dependent **Health/dental** Wellness Life/disability Spending account >

Eligibility period: *999-A-A (Apr 01 2023 -)

Include history: ☐

Enrolled benefits

Benefit	Effective	Termination	Billing waiver	Individual waived	Benefit restricted
Health	Apr 01, 2023				Edit
Dental	Apr 01, 2023				Edit

[Update coordination of benefits](#) [Waive](#)

[Cancel](#) [Close](#) [Terminate member](#) [Transfer member](#) [Member class change](#)

Life/disability tab

- Benefit
- Beneficiary
- Member salary and occupation
- Coverage

< Overview Member Dependent Health/dental Wellness **Life/disability** Spending account >

< **Benefit** Beneficiary Member salary and occupation Coverage Claims >

Eligibility period: *999-A-A (Apr 01 2023 -)

Include history: ☐

Enrolled benefits

Benefit	Effective	Termination	Billing waiver
Basic Life	Apr 01, 2023		
ADSD	Apr 01, 2023		
WI	Apr 01, 2023		
LTD	Apr 01, 2023		

[Add](#) [Edit](#) [Waive](#)

[Cancel](#) [Close](#) [Terminate member](#) [Transfer member](#) [Member class change](#)

Edit salary

[Edit address](#)
[Edit salary](#)
[Edit participant coverage](#)
[Add dependents](#)

When a plan member has a change in salary, it is updated by going to the member salary and occupation tab. Click **Edit**, then **Add**, enter the new salary amount, frequency and hours worked per week. Member occupation can be updated if applicable. Click **Next** and review the changes made. Click **Submit** to complete the edit.

Edit member salary and occupation

General information

Member	Name	ID	Birth date	Over-age class
	Doe, John	20001480-01	Nov 24, 1991	

Group information	Name	Group	Section	Class	Life group number
	Company XYZ	123	A	A	456

Effective Jan 01, 20XX **Participant coverage** Single

[Edit address](#)
[Edit salary](#)
[Edit participant coverage](#)
[Add dependents](#)
[Edit dependents](#)

Member salary

Salary (\$)	Frequency type	Hours worked per week	Effective (YYYY-MM-DD)	Termination
40,000	Annually		2016-08-09	

Member occupation

* **Occupation category** Mgmt, IT professionals, accountants, lawyers, engineers (white collar professionals)

* **Occupation** accountant

[Cancel](#)
[Next](#)

Request ID cards

You can request ID cards after adding or updating a member's information or without making changes to the file.

On the **Home** page click on **Request ID cards** or at the top of the page, click on **Member > Request ID cards**. Enter the individual's ID number and then click **Look up** to find the individual.

ID card parameters

* **ID number** [Look up...](#)

[Cancel](#)

If you don't know the member's ID number, leave the ID number field blank and click on the **Look up** button. Then use the search feature to find the individual.

ALBERTA BLUE CROSS

Search criteria

Search criteria

Hint: For accurate search results, please fill out the ID number or the Last/First name fields only.

ID number

Last name

First name

Preferred name

Middle name

Birth date

Tracking identifier

Group number

Participant type

Personal health number

Social insurance number

Registration number

Coverage number

Unique identifier

Employee number

Depending on how general your search was, you may receive several search results. Click the round (radio) button to the left of the individual you want, and then click **OK**.

Search results

[Search Criteria](#)

Search results

[Show all](#) | [Hide all](#)

Details	Name	ID number	Type	Birth date	Group	PHN	Effective	Termination
<input checked="" type="radio"/> Show	Doe, John	20001480-01	M	Nov 24, 1991	123	12345678	Jan 01, 20XX	
<input type="radio"/> Show	Doe, Jane	20001480-01	S	Feb 11, 1992	123	23456789	Jan 01, 20XX	

M: Member S: Spouse C: Child O: Other

Choose **Print now** to see a PDF ID card that you may print immediately, or choose **Submit** to have Alberta Blue Cross mail cards to the individual.

ID card parameters

*ID number

Name Doe, John Birth date Nov 24, 1991

Group/Section/Class 123-A-A Group name Company XYZ

Address 12345 Main ST, EDMONTON, AB, L1L1L1, Canada

Chapter 4: Group

Section information

This is where you can find and change address information for each section of your group. You will also be able to check the names of administrators assigned to each section as well as the contact information for your sales and service representatives.

View

▼ **General information**

Group information	Name	Number
	Company XYZ	123

Select an available section Blank ▾

▼ Section information

Section name	A
Phone	780-555-5555
Fax	
Benefits	Spending Account, Dental, Health
Mailing address	
Street address	12345 67 Avenue City Edmonton
Province/State	AB Postal/Zip T2T 2T2

Edit

► [Administrator](#)

► [Sales and service representative](#)

For inquiries about your benefit plan, including employee eligibility and/or Statement of Accounts, please call Group Administration at 780-498-5925 (Edmonton) or 1-866-498-5925 (all other areas) or [Email us](#) for more information

Contracts and booklets

Available in PDF format here.

Contracts and booklets for plan administrators

▼ General information

Group information	Name	Number
	Company XYZ	123

▼ Contracts

Your contract provides a detailed description of benefits and an explanation of terms. Please indicate below which contract you'd like to view.

Contact your sales or service representative at 780-498-8500 (Edmonton and area) or toll free at 1-800-661-6995 (all other areas) for information about obtaining another copy of your contract.

Available contracts

- Health and dental
- Life

▼ Contract Amendments

Your contract amendments will provide you with information on any modifications that have been made to the terms of your contract. Please indicate below which amendment you would like to view.

Available Amendments

No amendments available

▼ Employee benefits booklets & Benefits at a Glance

Your benefits booklets have been designed to provide detailed information about your Alberta Blue Cross group benefits program. Benefits at a Glance have been designed to provide a brief summary of the information provided in the benefits booklet. Please indicate, below, which section's booklet and Benefits at a Glance you'd like to view.

Select a Section

Blank

▼ Benefits booklets

Group number	Section code	Class code
No booklets available		

▼ Benefits at a Glance

Group number	Section code	Class code
123	A	-

View Benefits at a Glance

Tip: Use the drop-down menu to choose the section needed.

Forms

All of the downloadable forms can be found in PDF format here.


Company XYZ - 123

[Home](#) [Members](#) [Group](#) [Balance®](#) [Documents](#) [Reports](#) [Your profile](#)

[Group overview](#)
[Section information](#)
[Contracts and booklets](#)
[Forms](#)
[Member listing](#)
[Spending account](#)
[Statements of account](#)
[Overage reports](#)
[MUW decision reports](#)

[Home](#) [Members](#) [Group](#) [Balance®](#) [Documents](#) [Reports](#) [Your profile](#)

Groups



Groups

[Section information](#) - The information we have on file for your group is available through this link for viewing and updating.

[Contracts and booklets](#) - Your group's contracts and booklets are posted in PDF format for you to view.

[Forms](#) - The forms used most frequently by plan administrators are for viewing and printing through this link.

[Member listing](#) - A listing of members and their dependents.

[Spending account](#) - Information, including your claiming limitation and carry forward rules, frequency of cheques and statements and termination rules.

We value your opinion

[Contact us](#)

Please call Alberta Blue Cross at 780-498-5925 (Edmonton) or 1-866-498-5925 (all other areas) Monday to Friday from 8:30 a.m. to 5:00 p.m. Mountain Standard Time.

Reports

[Request report](#) - Request reports that are available to you.

[View report](#) - View reports you have requested in the last 45 days.

[Online updates](#) - Use this menu item to view records for all updates submitted for your benefits plan through this web site during the past 90 days.

Tip: Member listings are only available for the sections you have access to.

Member listing

Active member listing

▼ General information

Group information

Name

Company XYZ

Number

123

Active member report

Select report format

☒ PDF

☐ Excel

Section

Select all

 |

Deselect all

Include

Dependent information

☐

Benefit information

☐

☐ 01

☐ 02

☐ 04

Please note:

 If a large amount of information is requested, report generation could take a few minutes. Thank you for your patience.

Create report

Member listings can be obtained in either PDF or Excel formats. These listings include employee ID information and, by selecting the appropriate checkbox, the report can also include dependant and benefit information.

Spending account information (if applicable)

Contains rules and information about spending accounts.

Statement of account

View and print online

▼ General information

Group information

Name

Company XYZ - 123

Number

23197

Statement of account

Select an available section

A

▼

▼ Statement of account

from	to	Statement
Jul 01, 2023	Jul 31, 2023	pdf excel
Jun 01, 2023	Jun 30, 2023	pdf excel
May 01, 2023	May 31, 2023	pdf excel

► Pre-Authorized Debit information

Tip: Use the drop-down to choose from your available sections.

Contact us to turn off paper bills or to sign up for preauthorized debit.

Statements of account

Statements of account are available in both PDF and Excel formats and will display data from the last 12 months.

Statement of account

Select an available section A ▾

▼ **Statement of account**

from	to	Statement
Jul 01, 2023	Jul 31, 2023	pdf excel
Jun 01, 2023	Jun 30, 2023	pdf excel
May 01, 2023	May 31, 2023	pdf excel

[► Pre-Authorized Debit information](#)

Draft statement of account

This is a draft statement of account only and is based on our records as of the date requested. Please do not pay the amount shown. Refresh the page if the draft statement of account has a status of "In progress", as it may take several minutes.

If you are making a request after 5 p.m., please note that it will not be produced until after 7 a.m. the following day.

Select an available section A ▾

Requested timestamp	Status	Statement
No draft statement available		

Generate

Understanding your statement of account

A Guide to Your statement of Account is filed in your Group Administrator's binder. Click below to view it online in printable PDF format

- [Guide to Your statement of Account](#)
- [Statement of Account tutorial video](#)

Your Alberta Blue Cross benefit plan is a prepaid program. Your payment is due the first day of the month in which your group is being billed. If your payment has not been received within five working days from the first of every month, any claims incurred/submitted during that period will be returned to your employees.

Additions, terminations, and/or changes will be processed when Alberta Blue Cross receives the appropriate form, and adjustments will appear on your Statement of Account.

The perforated portion of page one of your monthly Statement of Account must be forwarded to Alberta Blue Cross along with your payment.

For information about statements that are not currently available through this web site, please phone 780-498-5925 (Edmonton and area) or 1-866-498-5925 (all other areas) Monday to Friday from 8:30 a.m. to 5:00 p.m. Mountain Standard Time.

Over-age dependent validation reports

Over-age dependent validation reports list dependents who are approaching benefit age limits. These monthly and annual reports are available in both PDF and Excel format.
Note: reports are only available for months in which there are over-age dependents.

Overage dependent validation reports

▼ General information

Group information

Name

Company XYZ

Number

123

Overage dependent validation reports

Select

January ▼

Section

[Select all](#) | [Deselect all](#)

☐ 15B

☐ 44A

☐ 800

☐ 801

☐ E23

☐ 600

☐ E22

☐ E21

☐ E20

☐ E02

☐ E01

☐ E03

☐ 100

☐ 22L

☐ 02A

☐ F8

☐ F1

☐ E33

☐ E11

☐ F4

☐ F3

☐ E13

☐ E12

☐ 400

☐ 29A

View reports

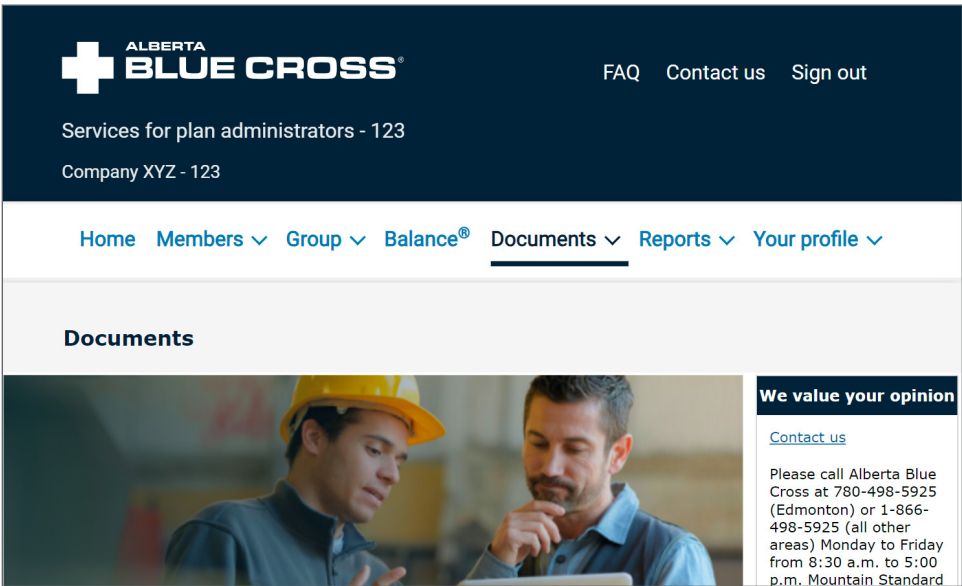
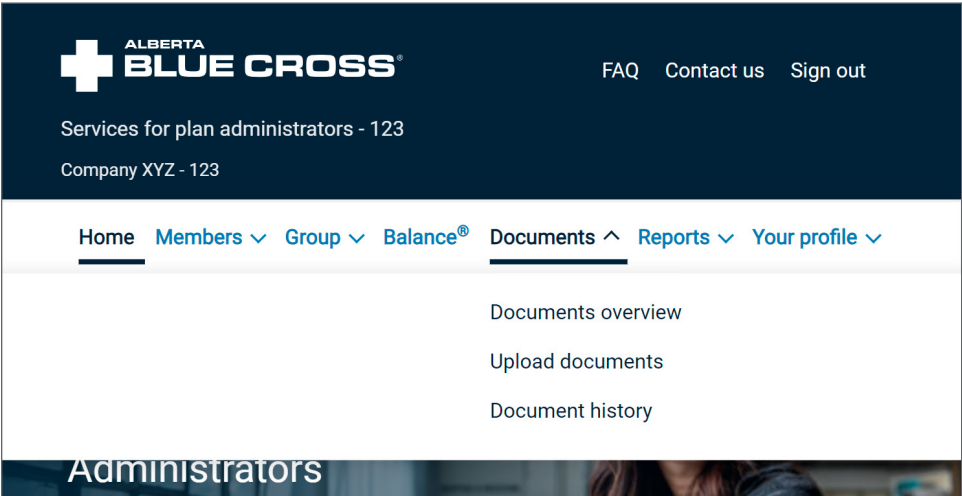
Chapter 5: Documents

Finding recently submitted updates

Choose *Recent online updates* from the menu at the top of any page.

There are 6 ways to find the record for a submitted update. You may choose to search for:



- A **specific date range** or updates submitted during the past 90 days.
- A particular **confirmation number**.
- The **Alberta Blue Cross ID number** for the plan member whose file has been updated.
- The employee number for the plan member whose file has been updated,
- The plan member's last name.
- Birth date (must be entered with a last name).





Recent online updates

Search for online transactions


Search by date


Start date  
YYYY-MM-DD


End date  
YYYY-MM-DD

☐ Updates submitted during the past 90 days

▼ Search for a specific transaction



Confirmation number 

Alberta Blue Cross ID number 

Employee number 

Last name 

Tip: Enter an asterisk (*) after the first three characters

Birth date  
YYYY-MM-DD

Reset

Search

Click the **Search** button to go to the next page.

Depending on the search method you've used, and the number of updates on file for your group, your search could result in several entries (see screen below).

Recent online updates

Search for online transactions

▼ General information

Group information	Name	Number
	Company XYZ	123

▼ Search criteria

☒ Updates submitted during the past 90 days

Results

Date submitted	Confirmation number	Status	Update type	Name
Jan 01, 20XX	123456	Complete	ID card request	Doe, John
Dec 31, 20XX	234567	Complete	Create	Smith, Jane
Dec 28, 20XX	345678	Complete	Update	Brown, Sam
Dec 20, 20XX	456789	Complete	Create	John, Jimmy
Dec 18, 20XX	567890	Complete	Create	Andrews, Gorge
Dec 14, 20XX	678901	Complete	Update	Jones, Nick
Nov 28, 20XX	789012	Complete	Create	Adams, Jim

Please note: Updates will be processed and your records changed as quickly as possible, however, some updates, because of their complexity, may take longer than others to process.

Search again

Common questions about updates

How can I find out if my update has been processed?

Click on the *Recent online updates* link in the top menu to run a search to find your update. Click on the name of the individual and look at the status column for a status of either “in progress” or “complete.”

I submitted an update through the website. Why doesn't it appear on the list of recent transactions?

All updates that were successfully submitted through the plan administrator website will have a confirmation number assigned to them and will appear on the list of recent transactions. If you do not have a confirmation number for your update, it is possible the update was not submitted successfully. Please call Alberta Blue Cross for assistance.

Why do I see old information for a plan member when I know an update has been completed?

Try clicking the *Refresh* button on your browser. Sometimes when you return to a page you've looked at previously, your browser displays a page it has saved in a temporary file on your computer rather than obtaining a new page from the website. This is intended to save you time and to save the network the burden of some additional traffic. Refreshing your screen allows you to view the most recent information on online services and discard any “cached,” or temporarily saved files.

How do I find out about a plan member update that was not submitted through the website?

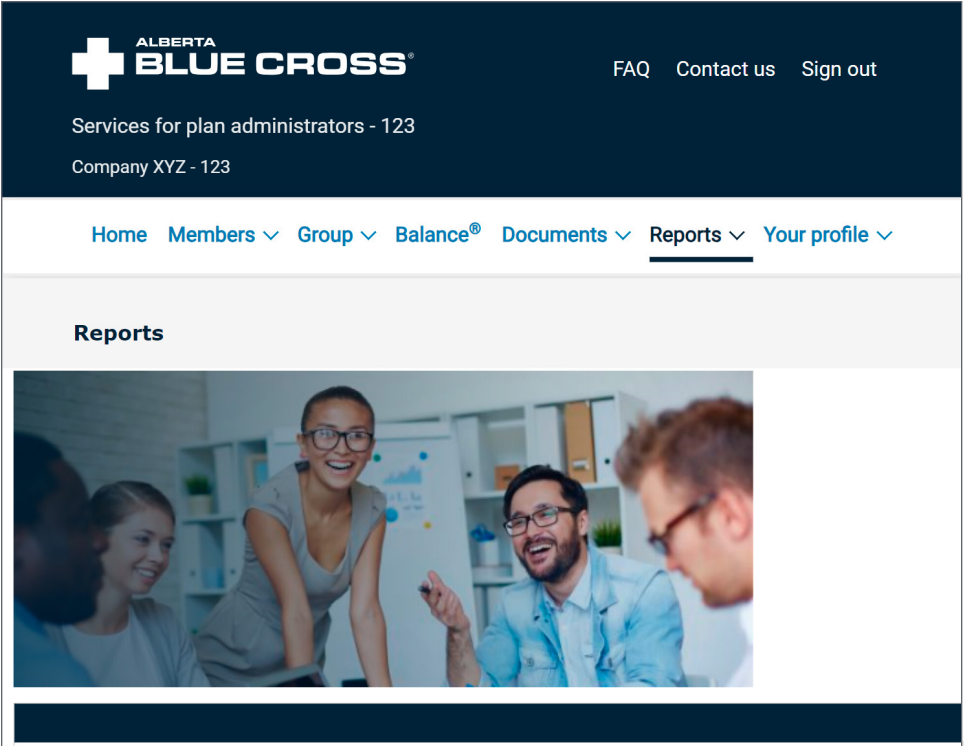
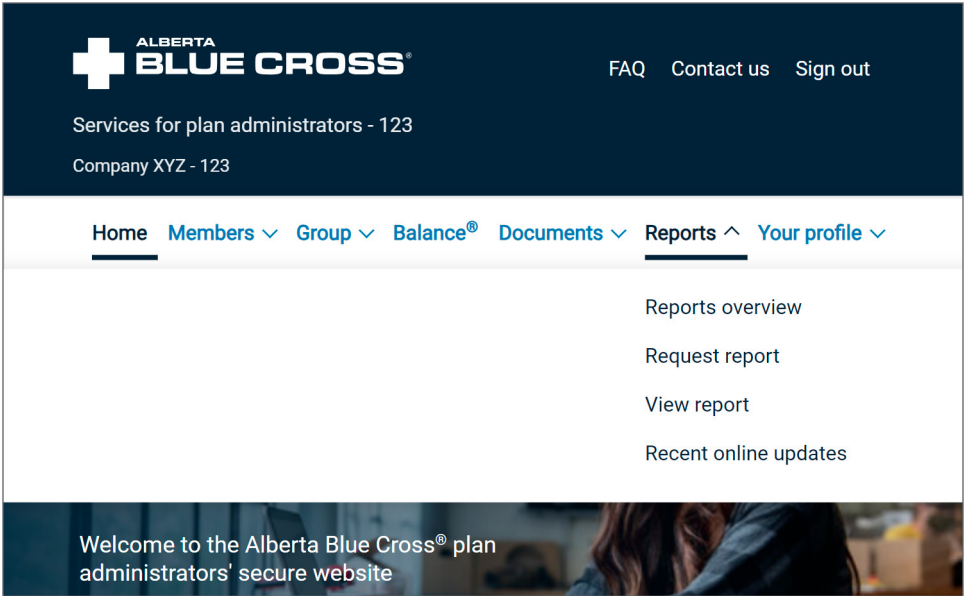
If you have submitted a paper form with a plan member update, find its status by calling your Alberta Blue Cross administrator at 780-498-5925 (Edmonton and area) or toll-free at 1-866-498-5925 (all other areas), Monday to Friday from 8:30 a.m. to 5 p.m. Mountain Time.

Please note: Updates will be processed and your records changed as quickly as possible, but some updates, because of their complexity, may take longer than others to process.

Chapter 6: Reports

In the reports section of the site you can request and view health, dental and life reports based on group or section.

To request a report, you'll select *Request report* from the *Reports* menu.



Then you will choose whether you'd like to view the reports by group or by section.

Request report
Set report scope

General information

Group information

Name
Company XYZ

Number
123

Report scope

☒ Report by group ☐ Report by section

Next

After clicking **Next** you'll see a list of all the available reports. You can select as many as you'd like and adjust the time frames as necessary.

Report and date

Description of all available reports

1-10 of 11 [Next →](#)

Health and Dental reports

Report	From	To
<input type="checkbox"/> Health Claims and Premium by Month	2015 ▼ Apr ▼	2017 ▼ Jul ▼
<input type="checkbox"/> Health Benefit Summary	2015 ▼ Apr ▼	2017 ▼ Jul ▼
<input type="checkbox"/> Health and Dental Claims Summary	2015 ▼ Apr ▼	2017 ▼ Jul ▼
<input type="checkbox"/> Drug Profile by Pharmacologic-Therapeutic Classification PTC	2015 ▼ Apr ▼	2017 ▼ Jul ▼
<input type="checkbox"/> Drug Claims by Category	2015 ▼ Apr ▼	2017 ▼ Jul ▼
<input type="checkbox"/> Distribution of Drug Claims by Dollar Range	2015 ▼ Apr ▼	2017 ▼ Jul ▼
<input type="checkbox"/> Dental Claims and Premium by Month	2015 ▼ Apr ▼	2017 ▼ Jul ▼
<input type="checkbox"/> Top 75 Dental Procedures	2015 ▼ Apr ▼	2017 ▼ Jul ▼
<input type="checkbox"/> Dental Claims by Category	2015 ▼ Apr ▼	2017 ▼ Jul ▼
<input type="checkbox"/> Distribution of Dental Claims by Dollar Range	2015 ▼ Apr ▼	2017 ▼ Jul ▼

Back

Next

After clicking **Next** you will see a review page listing the reports you've requested and if you approve, you will then click **Submit**, which will take you to the confirmation page.

Report and date

Description of all available reports

Health and Dental reports

Report	Dates
Health Claims and Premium by Month	Apr 2015 to Jul 2017

Back

Submit

Clicking **View report** will take you to the view report page where you can view the reports you've requested and their status.

Confirmation information

Thank you. Your request for reports has been successfully submitted. Processing time will vary depending upon the type of report and the amount of information you requested.

View report

View report

View report

View report status

General information

	Name	Number
Group information	Company XYZ	123

Report status

Description of all available reports

Report name	Sections	Report period	Date posted	Status
Distribution of Dental Claims by Dollar Range		Mar 2015 to Jun 2017	Jul 19, 2017	<div>Ready</div>
Dental Claims and Premium by Month		Mar 2015 to Jun 2017	Jul 19, 2017	<div>Ready</div>
Health and Dental Claims Summary		Mar 2015 to Jun 2017	Jul 19, 2017	<div>Ready</div>
Health Claims and Premium by Month		Mar 2015 to Jun 2017	Jul 19, 2017	<div>Ready</div>

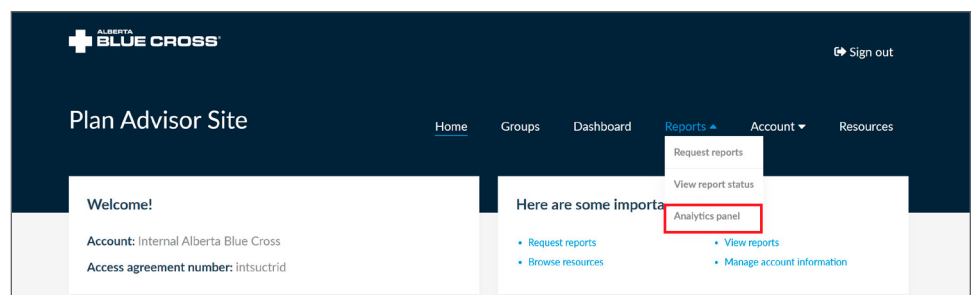
Reports will be automatically deleted after 45 days. We recommend saving reports on your computer for future reference. Refresh the page if your report has a status of "In Progress".

Analytics panel

Step by step instructions

Step 1:

Select the Analytics panel option from the Reports drop-down menu.



Step 2:

Input the group number or name you would like to view data for.

A screenshot of the Search interface. The 'Search' section has two input fields: 'By group number' (containing '99' and marked with a red box and a blue circle '1') and 'By group name'. Below the inputs is a 'Search' button. The 'Search tips' section provides guidance on using asterisks for broader searches. The 'Results' section displays a table with columns 'GROUP NUMBER', 'GROUP NAME', and 'SECTIONS'. The table contains one row with the group number '0000099/0000099', group name 'BEZZ & COMPANY TEST GROUP', and sections 'D, SV1, SV2, SV3, SV4, TS1, TS2, TS3, TST'. Below the table, the 'Report by:' section has two radio buttons: 'Group' and 'Section' (selected and marked with a red box and a blue circle '2'). At the bottom, there is a 'Next' button (marked with a red box and a blue circle '3').

1. **Input group number here if searching for specific group or group name.**
There is currently no functionality to allow for selecting multiple groups for reporting, though you can view multiple groups to select from.
2. Select whether you want to be able to select certain sections/ranges of sections, or view all data for that group.
3. Select **"Next"**.

The following step is only applicable if “Report by Section” was selected.

Step 3:

Select the applicable section(s) you would like to view data for.

View analytics panel

Group: BEZZ & COMPANY TEST GROUP

Policy number: 99

Rate Anniversary Date: NOV

☐

ACTIVE SECTIONS

<input type="checkbox"/>	D	BEZZ & COMPANY TEST GROUP	<input type="checkbox"/>	SV1	GROUP SALES OEA DEMO
<input type="checkbox"/>	SV2	GROUP SALES OEA DEMO	<input type="checkbox"/>	SV3	GROUP SALES OEA DEMO
<input type="checkbox"/>	SV4	GROUP SALES OEA DEMO	<input checked="" type="checkbox"/>	TS1	BEZZ & COMPANY TEST GROUP
<input type="checkbox"/>	TS2	BEZZ & COMPANY TEST GROUP	<input checked="" type="checkbox"/>	TS3	BEZZ & COMPANY TEST GROUP
<input type="checkbox"/>	TST	BEZZ & COMPANY TEST GROUP			

Back

Reset

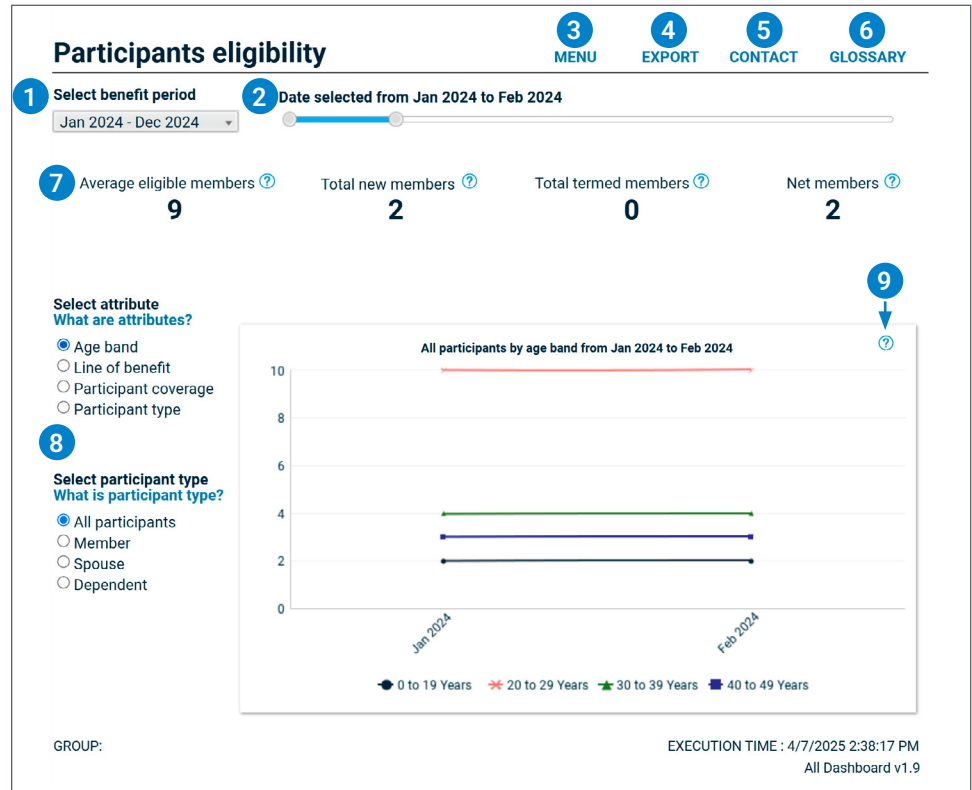
Next

Select the boxes next to the section(s) you want to view, they will turn green with checkmark upon selection.

**Only applicable if you’ve selected Report by ‘Section’ option on previous page.*

Step 4:

Select the Analytics panel by group parameters.

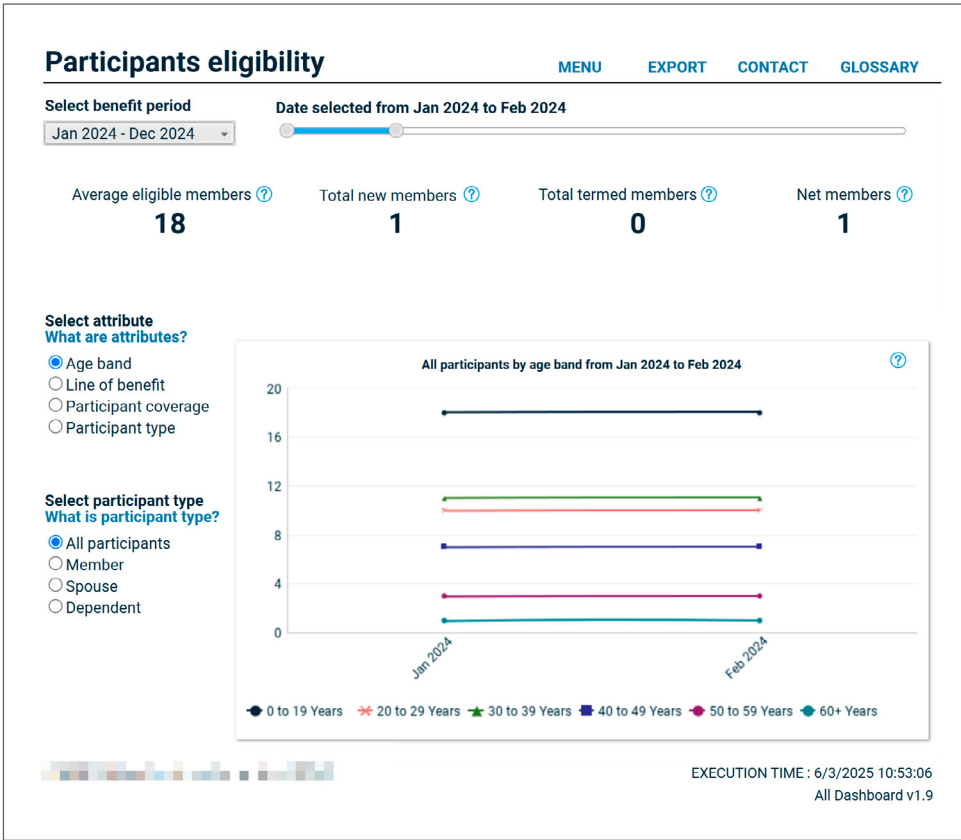


1. Use the benefit period dropdown to select a specific benefit period (it always defaults to the main Health benefit period on this page) or select **'All benefit periods'** to view a 5+ year trend.
2. Use the date range slider to view a specific year, quarter, or month.
3. Use the menu option to navigate between tabs for overall or specific lines of benefit views.
4. Export the screen you are seeing in either PDF (for sharing) or machine-readable csv file (to produce your own analysis).
5. Find contact forms to get your analytics panel and data-related questions directly to a team that can assist you.
6. Open another window with helpful information and glossary definitions for the data you are viewing.
7. Selected KPIs to highlight overall trends for quick insights.
8. Select different attributes and/or metrics for different perspectives in your analysis.
9. Tooltips are located on each graph or KPI to increase understanding and transparency in the information you're looking at.

Keeping participant's data safe and secure

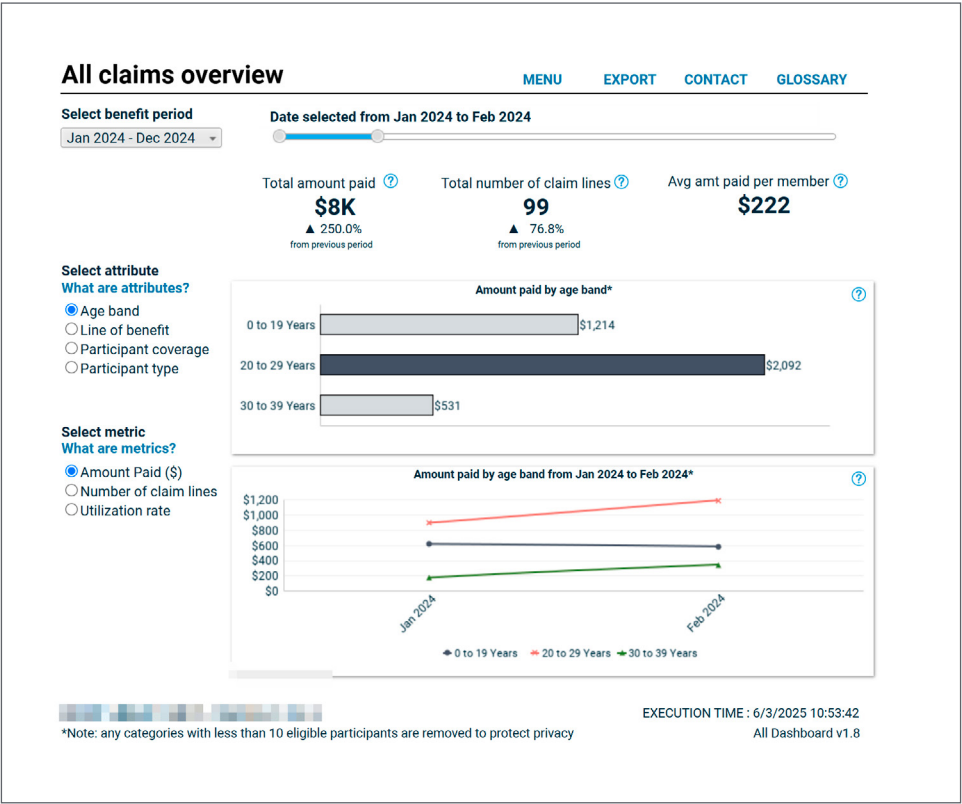
For smaller groups (especially those under 50 lives), you may notice that data appears to be missing from any claims utilization graphs depicting the age band. This is an intentional filter meant to protect the participant's data private when the category contains less than 10 individuals in the selected date range.

For example, this group only shows 3 age band categories (0-19, 20-29, and 30-39) had 10 or more participants in the Jan–Feb 2024 period. All age band categories will display as eligible participants on the Participants eligibility tab:



Please note: Groups with fewer than 10 lives do not have access to the analytics panel. This is updated live, so a group that has 10 members one day and 9 members the next will have its analytics panel disabled on the day it has 9 members.

Only the 0-19, 20-29, and 30-39 will be displayed in a Claims by Age band graph:



Other attribute categories will still show the full amount of claims paid per category.

Troubleshooting/FAQ

Problem:

The analytics panel appears empty/I cannot select any dropdown menus:

Answer:

The analytics panel data is refreshed nightly between 3 a.m. and 6 a.m. MT, during that time this screen is expected to appear. Please check back after 6 a.m. MT, and if the problem still persists, please contact your rep for assistance.

The screenshot displays the 'Participants eligibility' dashboard. At the top, there are navigation links: MENU, EXPORT, CONTACT, and GLOSSARY. Below these, the 'Select benefit period' dropdown is set to 'Jan 2024 - Dec 2024', and the 'Date selected' range is 'from Dec 2024 to Dec 2024'. The dashboard shows four key metrics, all with values of 0: Average eligible members, Total new members, Total termed members, and Net members. On the left, there are two sections for filtering: 'Select attribute' with options for Age band, Line of benefit (selected), Participant coverage, and Participant type; and 'Select participant type' with options for All participants (selected), Member, Spouse, and Dependent. The main content area displays a message: 'Data Unavailable or Restricted. All participants by line of benefit from Dec 2024 to Dec 2024'. At the bottom left, it says 'GROUP:', and at the bottom right, it shows the 'EXECUTION TIME : 4/7/2025 2:43:15 PM' and 'All Dashboard v1.9'.


Question:

Why are there multiple benefit periods in the dropdown menu?

Answer:

This can occur if a group has sections with different benefit periods on the Health line of benefits. By using the 'Report by section' option upon navigating to the Analytics panel, you can filter on sections that share a Health line of benefit to have a more definitive view or use the 'All benefit periods' options to see trends regardless of benefit periods. See the line of benefit tab in the Glossary for further information.

Chapter 7:
Your profile information

ALBERTA
BLUE CROSS[®]

FAQContact usSign out

Services for plan administrators - 123

Company XYZ - 123


HomeMembers ▾Group ▾Balance[®]Documents ▾Reports ▾Your profile [^]

Profile overview

Change password

Reminder questions and answers

Member self enrolment email alerts



Reports

ALBERTA
BLUE CROSS[®]

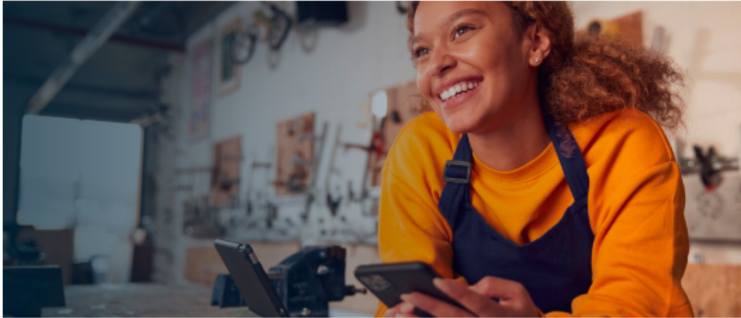
FAQContact usSign out

Services for plan administrators - 123

Company XYZ - 123

HomeMembers ▾Group ▾Balance[®]Documents ▾Reports ▾Your profile ▾

Your profile



We value your opinion

Contact us

Please call Alberta Blue Cross at 780-498-5925 (Edmonton) or 1-866-498-5925 (all other areas) Monday to Friday from 8:30 a.m. to 5:00 p.m. Mountain Standard Time.

Reports

Request report - Request reports that are available to you.

View report - View reports you have requested in the last 45 days.

Online updates - Use this menu item to view records for all updates.

User account

Change password - Update your secure password.

Reminder questions and answers - Update your reminder questions.

Member self enrolment email alerts - Update your email alert preference.

Please note: For security reasons, your reminder/security answers cannot contain your password, and your questions and answers must all be different. There is no time limit for how long a security question can be active.

Passwords/security questions

Changing your password

Choose **Your profile > Change password** in the menu bar at the top of the page.

Changing your security questions and answers

Choose **Your profile > Reminder questions and answers** in the menu bar at the top of the page.

Answer the questions provided and enter current password

Depending what you want to do (only questions, telephone or password change), you will need to fill out different information.

Submit the change to Alberta Blue Cross by clicking the **Submit** button. If you have correctly entered the information, you will see a page confirming that the change has been submitted.

Your profile
Change reminder questions

Answers to security questions are not case sensitive but must contain between 1 and 128 characters. We recommend creating answers that are different from your password or login ID. The following special characters may also be used ~!@\$%^*()_+{}|~-=[];,:/

Online security questions and answers
The answers you provide here will remain private. They will be used to verify your identity online.

First question	Choose a security question
Answer	
Second question	Choose a security question
Answer	

Telephone security questions and answers
Alberta Blue Cross staff may use this information to verify your identity when you call our offices.

Third question	Choose a security question
Answer	
Fourth question	Choose a security question
Answer	

Enter password
In order to make this account change, you must correctly enter your current password.

Password	
-----------------	--

Submit

Chapter 8: Signing out securely

You will be automatically signed out after 30 minutes of inactivity, but we recommend using the **Sign out** function in the top right corner of the main page to close your web session securely.

To protect plan members' privacy and security we recommend signing out whenever you will be away from your computer.

Chapter 9: Contact us

The **Contact us** page is linked from all menus on the site and provides you with an email form to fill out for your Alberta Blue Cross inquiries. Your first name, last name, login ID and group number will be automatically populated for your convenience. You can reset the information if you make a mistake prior to submitting it.

Contact us
We'd like to hear from you!

Your contact information
Please fill in and submit the form below or call Group Administration at 780-498-5925 (Edmonton and area), toll-free in other areas of Canada and the U.S. at 1-866-498-5925. Our regular office hours are Monday to Friday, 8:30 a.m. - 5:00 p.m. Mountain Standard Time.

*First name	<input type="text" value="John"/>
*Last name	<input type="text" value="Doe"/>
*Login ID	<input type="text" value="Jdoe"/>
*Group number	<input type="text" value="123"/>
*Phone number	<input type="text"/> Ext. <input type="text"/>
Fax number	<input type="text"/>
*E-mail address	<input type="text"/>
*Inquiry	<div></div>

To help us serve you better, please provide as much information as possible, for example, employee name, confirmation number and group name.

(Please note: If your information is of a confidential or personal nature, please contact us directly at the phone numbers listed above.)

Chapter 10: Terms of use

Your responsibilities

Your role in ensuring security

The Terms and Conditions outlined here are intended to establish operating procedures that appropriately restrict access to confidential information and clearly explain the rights and responsibilities of all parties involved.

Since the Terms and Conditions could be amended, we recommend reviewing them regularly.

Document retention

Plan administrators must retain original application and change forms for employees either for the entire course of their employment or the date the employee is no longer eligible to make application for a claim under their policy, whichever is later. Application and change forms must be duly signed, dated and stored in a secure place.

Failure to provide necessary support documents when requested to do so could severely impact coverage provided. Should the original form be required for examination, and it is found to be unsigned and undated, the application will be considered void.

Alberta Blue Cross reserves the right to conduct on-site audits in order to verify the existence and integrity of any application or change form submitted through secure online services for plan administrators, and may request that the original application or change form be forwarded to them at any time.

Requirements for claim applications for life insurance benefits (if applicable)

When a claim for life insurance benefits for an employee or their dependents is made, the plan administrator must forward all original applications and change forms on file for that employee or dependent with the claim submission. Beneficiary information, including the latest beneficiary change, must be retained for 2 years following submission of the claim.

Beneficiary changes are permitted. In the case of irrevocable beneficiary designations, a signed letter from the irrevocable beneficiary is required.

Disclaimer against loss or damages

Plan administrators use the secure online services website solely at their own risk. The website and its contents are provided “as is” and “as available” and Alberta Blue Cross, to the fullest extent permitted by law, disclaims all warranties of every kind, whether express or implied, statutory or otherwise. Alberta Blue Cross explicitly disclaims any representation, warranty or condition of merchantability, fitness for particular uninterrupted or error-free services, or inter-operability of products and services, whether arising by usage or trade, course of dealing, course of performance, statute or otherwise.

Alberta Blue Cross, its affiliates and their respective officers, directors, agents, employees and suppliers are not responsible for any loss or damage the policy holder and its representative(s), or any other party claiming through the policy holder, may suffer in connection with use, misuse or inability to use the secure online services for plan administrators website as well as any links from this site and the information obtained from them. This limitation applies regardless of the form of action, whether based on warranty, contract, tort or other legal theory.

Alberta Blue Cross assumes no responsibility or liability for any damage to the plan administrator's computer equipment or property, or any business losses resulting from viruses in connection with the plan administrator's access to or use of the secure online services website as a result of receiving or using data, text, images, files or other site materials.

Alberta Blue Cross is not responsible for, and will not be liable to the plan administrator or anyone else, for any damages in connection with an e-mail sent to Alberta Blue Cross or an e-mail Alberta Blue Cross sends to the plan administrator at their request.

Site content

Any use of the content of the secure online services for plan administrators website not expressly permitted by these terms of use is a breach of this agreement and may violate copyright, trademark or other laws. All rights not expressly granted herein are reserved.

All rights of ownership associated with secure online services for plan administrators are retained entirely by Alberta Blue Cross and will not be transferred, assigned, loaned, leased, rented, licensed, sold, distributed or otherwise disposed of in any way whatsoever without prior written consent of Alberta Blue Cross.

All of the contents of the secure online services for plan administrators website, including links and the Terms and Conditions, may at any time be revised with or without notice. The Policyholder's representative is bound by revisions to the Terms and Conditions and should therefore review them regularly. (Please refer to the Terms and Conditions posted here for the most recent version.)

Alberta Blue Cross may, for the plan administrator's convenience, provide links throughout the secure online services to other websites, or may reference other products, services, processes, trade names, trademarks, manufacturers or suppliers. Such links or references do not necessarily constitute or imply endorsement, sponsorship or recommendation by Alberta Blue Cross. It is the plan administrator's responsibility to verify any information contained within linked sites before relying on it.

All information and software on the secure online services for plan administrators website is protected by copyright laws and cannot be sold, published, distributed or used by the policy holder or its representative(s) for commercial purposes. The plan administrator is free to use the content for administering the policy holder's benefit plan provided they acknowledge all copyright notices and other proprietary notices. They may in no way modify, reformulate, disassemble, reverse engineer or decrypt any of the secure online services for plan administrators contents.

The secure online services for plan administrators website may contain registered and unregistered trademarks, trade names and service marks belonging to, or used under license by, Alberta Blue Cross. The appearance of such marks and names does not convey any rights to the plan administrator to use them.

Agreement and consent

The policy holder irrevocably consents to the exclusive jurisdiction of the courts of Alberta (and federal courts situated in Alberta) in connection with any matter arising under the secure online services for plan administrators Terms and Conditions and agrees to be bound by these laws. The secure online services for plan administrators Terms and Conditions will be governed by and construed in accordance with Alberta law (and Canadian laws applicable in Alberta), without regard to conflict of law principles or provisions.

In using secure online services for plan administrators, the policy holder representative(s) agrees to comply with appropriate and legally required standards of privacy, confidentiality and security, including those specified in the secure online services for plan administrators Terms and Conditions.

By accessing and using the website, the plan administrator, on behalf of the policy holder, consents to the Terms and Conditions and to Alberta Blue Cross collecting, using, storing and disclosing personal information for the purposes of verifying and assessing claims and managing your benefit plan.

Chapter 11: Glossary

Adobe Portable Document format (PDF): Files in this format can be read with a free, downloadable software package called Adobe Reader. The software is available from the Adobe web site at the following address: <http://www.adobe.com/prodindex/acrobat/readstep.html>

Confirmation number: Each update submitted through the site is assigned a “confirmation number” to facilitate tracking inquiries and to verify submission.

ID number: The plan member’s number on his/her Alberta Blue Cross identification card. This could be an identification number issued by Alberta Blue Cross or an employee number.

Member: The primary plan member, in most cases the employee in a group plan.

Participant: Any individual with coverage under the plan. This could be the primary plan member or dependents.

Participant coverage: Single, family or couple. Called “benefit status” on our forms.

Participant type: Member, Spouse, Child, Other.

Plan administrators agreement number: Each “policy holder agreement” form includes an agreement number in the top right-hand corner. The agreement number, a group number, first and last name must be used to verify your identity the first time you enter the site, and subsequently if you need to reset your password.

Radio buttons: Named after the buttons on old-fashioned, console radios, these buttons always come in groups of 2 or more. They allow you to choose only 1 of a set of option. When you push in 1 button on the radio, the other buttons pop out.

Review page: After you have changed the information on a plan member’s file through the update, transfer, reinstate or terminate functions, you will see a “review page” where you can review and revise information before finally submitting it to Alberta Blue Cross.

Security question: When you registered for site access, you would have chosen 4 security questions to answer. 2 of these are used to verify your identity when calling our offices, and 2 can be used to verify your identity should you need to reset your password.



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