

# Provider Portal

## Frequently Asked Questions – Provider Resource

### **I work out of multiple locations. Am I able to submit all my patient claims under the same ID?**

You will need a separate User ID for each location as claims need to be submitted based on the ID for the location where the service was provided.

### **I received an error message stating “policy entered is not permitted.” What does this mean?**

Some plans are not eligible for electronic submission through the portal due to a specific plan design and/or submission requirements. For such plans, members will need to submit their claim directly to Saskatchewan Blue Cross.

### **When completing a patient search, I received the message “the value entered is not valid” or “we are unable to retrieve patient information”?**

This may appear for a variety of reasons. Currently the Provider Portal accepts claims for group plan members. If the policy entered is for an individual plan member, the system will be unable to find this member. Alternately, the format of the numbers entered is not correct. In either case, please have the members submit their claim directly to Saskatchewan Blue Cross.

### **A patient has two plans with Blue Cross. Am I able to submit the claim under both plans?**

Claims can be submitted through the Provider Portal for the primary plan only. The member can then submit any remaining balance directly to their secondary plan.

### **I submitted a claim with incorrect details. Is there a way to have this claim reversed, voided, or adjusted?**

Yes, please contact us at 1-800-667-6853 with the member’s name, policy number, ID number, and your Provider ID number and we will be pleased to assist you.

### **I submitted a claim electronically last week and have yet to receive any payment from Blue Cross.**

Provider payments are issued every second week for the amount due for all claims were received by Saskatchewan Blue cross during the submission period.

### **The portal regularly logs out of my User ID and I am required to login again. Is there a time limit?**

Yes, if extended inactivity is detected for more than one hour, the system is designed to automatically terminate a secure online session for security reasons.

#### **Hours of Portal Operation:**

Monday to Saturday – 6:00a.m. – 10:00p.m. | Sundays – 6:00a.m. – 6:30p.m.

#### **The following internet browsers are supported:**

Microsoft Edge | Google Chrome | Firefox