

Claim Submission and Payment Improvements

Dear valued Health Benefit Service Provider,

As part of our ongoing efforts to enhance our systems, services, and experiences of our valued members, clients, advisors, and benefit service providers, we are excited to share some important updates that will affect how we accept claims and issue payments.

As of March 1, 2025, we are introducing several key changes and enhancements that will require your attention to ensure a seamless transition and help you fully benefit from our new and improved service offerings. We kindly ask that you familiarize yourself with the updates below and note the specific actions required.

Key Changes and Enhancements:

1. Provider ID Updates

Your Provider ID has been updated to align with our new standardized format and make identification more unique and efficient.

ACTION REQUIRED:

Please refer to personalized email with the subject line *REMINDER: ACTION REQUIRED – Claim Submission and Payment Improvements* for your new Provider ID. Please update your records and/or systems with this new ID.

2. Member ID Card Updates

Newly designed member ID cards featuring updated certificate numbers will be issued to all members that will be effective as of **March 4, 2025**. To ensure a smooth transition, members will receive advance notice of this change and be prompted to provide their updated ID card to their benefit service providers for any claims being direct billed on or after March 4, 2025. This will help maintain accurate patient records, ensure proper billing, and prevent delays or interruptions in claims processing.

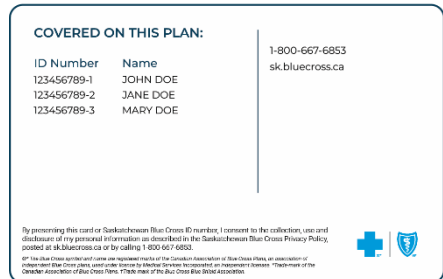
Members are to continue using their existing ID card up to and including February 28, 2025. **Please note that we will be unable to accept any electronic claim transactions from 11:59 PM on February 28, 2025, until 11:59 AM on March 4, 2025. This temporary downtime is due to scheduled maintenance.**

FOR YOUR REFERENCE: Please see the sample member ID card included here. An updated Provider Guide will be shared in the coming weeks.

ACTION REQUIRED:

Ensure your teams are familiar with the new member ID card layout. In addition, please update patient records and/or systems with the new identifier information.

If you experience claim transaction errors or issues as of March 4, 2025, the member may need to present their new card. We kindly ask that you indicate awareness of the recent change for Saskatchewan Blue Cross plan members and inquire if they received their new information.



3. Provider Claims Portal Enhancements

Beginning March 4, please visit sk.bluecross.ca/provider-claims-request to request your account for the online Provider Claims Portal.

The online Provider Claims Portal allows you to submit direct-pay claims directly to Saskatchewan Blue Cross at point of sale, as well as:

- View/verify member coverage
- Reverse recent claim transactions
- Update contact information in the portal
- View and download weekly/biweekly payment summaries in the portal
- And more!

ACTION REQUIRED:

On March 4, visit sk.bluecross.ca/provider-claims-request to request your account.

4. Payment Changes

We are expanding our payment options to include weekly direct deposits for greater speed and convenience. Biweekly payments by cheque will still be available, but switching to direct deposit will ensure faster, more efficient, and more reliable payment processing.

ACTION REQUIRED:

Pre-registration is open now. To enroll in direct deposit, please complete the online authorization form by going to <https://link.sk.bluecross.ca/providerdd>.

We hope this advance communication extends helpful awareness of the upcoming changes and we thank you for your support in assisting our plan members and your patients through this transition. If you have any questions or require additional support, please contact us toll-free at 1-800-667-6853 or email providerrelations@sk.bluecross.ca.

Thank you,
The team at Saskatchewan Blue Cross

1-800-667-6853
providerrelations@sk.bluecross.ca