

# Claim Submission and Payment Improvements

Dear valued Pharmacy 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. 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.

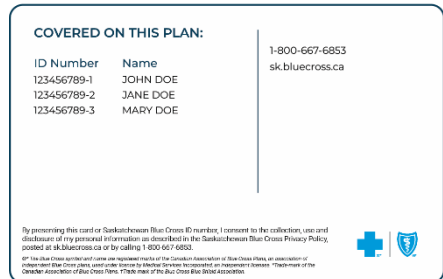
Members are to continue using their existing ID card up to and including February 28, 2025. **Please note that we will be unable to accept any electronic claim transactions from 11:59 PM on February 28, 2025, until 11:59 AM on March 4, 2025. This temporary downtime is due to scheduled maintenance.**

**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.



### 2. Pharmacy Billing Agreement Updates

Our Pharmacy Billing Agreement has been updated to improve clarity of terms and conditions.

#### ACTION REQUIRED:

Please complete the new agreement online by going to <https://link.sk.bluecross.ca/i7pjwf>.

### 3. Pharmacy Software Changes

We are actively working with pharmacy software vendors across Canada to implement a new Issuer Identification Number (IIN), claim service endpoints, and carrier ID effective March 1, 2025. The move to this new service and a single, nationwide carrier code will eliminate pay-direct billing restrictions based on region and/or plan type and simplify the current transmission logic for Saskatchewan Blue Cross, regardless of pharmacy location.

The information below has been communicated as a technical change request to pharmacy software vendors:

- **Current Issuer Identification Number (IIN):** 610047
- **Current Saskatchewan Blue Cross Carrier IDs:** SA, SB, SM, SO, SP, SQ, SR
- **New Saskatchewan Blue Cross IIN:** 611797
- **New Saskatchewan Blue Cross Carrier ID:** 46
- **New Saskatchewan Blue Cross URL:** [drugclaims.sk.bluecross.ca](https://drugclaims.sk.bluecross.ca)
- **New Saskatchewan Blue Cross port number:** 4434

Vendors are being supplied with comprehensive testing and certification guides to ensure the accuracy of the changes being tested and prepared. They will either deploy software updates to their clients or provide detailed instructions for updating their carrier settings for Saskatchewan Blue Cross ahead of the effective change date.

#### ACTION REQUIRED:

To support a smooth transition and avoid delays or interruptions in claims processing, we kindly ask that you ensure you are operating on the latest software update supplied by your vendor or that you have manually updated your carrier settings for Saskatchewan Blue Cross by March 4, 2025. If you are unsure how to download and install the latest software update, or verify if you have pending updates to install, please contact your software vendor for assistance.

Claims submitted after this date using retired transmission logic will result in a claim rejection response of **"C4: coverage terminated before service."**

### 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](mailto:providerrelations@sk.bluecross.ca).

Thank you,  
The team at Saskatchewan Blue Cross

1-800-667-6853  
[providerrelations@sk.bluecross.ca](mailto:providerrelations@sk.bluecross.ca)