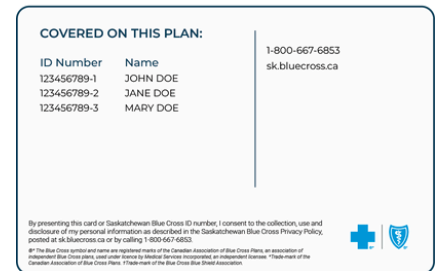


Supporting Saskatchewan Blue Cross members through transition

MEMBER ID CARD UPDATES

- Newly designed member ID cards featuring updated certificate numbers will be issued to all members. **Cards will be effective as of March 4, 2025.**
- Members are to continue using their existing ID card up to and including February 28, 2025.
- **Beginning March 4**, 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.



NEW SASKATCHEWAN BLUE CROSS MEMBER ID CARD DESIGN

PLEASE NOTE: ELECTRONIC CLAIMS DOWNTIME

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. Claims can continue to be submitted by mail or in person during this time.

If a client relies on direct payment for health or dental goods and services, such as prescription fills or refills, health practitioner visits, vision care, or dental treatments, please encourage them to complete these transactions before or after this scheduled downtime.

Supporting plan members during this time:

During the claims downtime period, members have the following options:

PROVIDER DIRECT BILLING

At your discretion, providers may offer to direct-bill the claim transaction to Saskatchewan Blue Cross after the downtime is lifted.

URGENT SUPPORT

For cost-prohibitive drugs or services or issues with member ID cards, please contact us at 1-800-667-6853 for assistance. Representatives will be available **February 28 to March 14** to assist during the following periods:

Monday to Friday: 8 am to 5 PM (after-hours urgent support available 5 PM to 8 PM)

Saturdays: 9 AM to 5 PM

Sundays: 11 AM to 4 PM

MEMBERS PAY & SUBMIT CLAIM

Plan members can pay their expense in full at point-of-sale, and submit a claim for reimbursement via their new member portal/app or mail on or after March 4, 2025.