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GROUP ADMINISTRATOR PORTAL (GAP) User Guide



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Introduction

We are committed to working with our customers to ensure we are providing you with the best tools, resources and services to manage your accounts with Saskatchewan Blue Cross.

As our world's technology continues to evolve, we are committed to making ongoing enhancements to provide you with the most efficient, flexible and user-friendly services.

As part of this evolution, we've updated our Group Administrator Portal to make it easier for you to input time and access information.

Your feedback drives our continuous improvement. If at any time, if you have questions or comments about your user experience, please contact your Saskatchewan Blue Cross representative. As always, we look forward to supporting you.

Logging In

- Go to www.sk.bluecross.ca.
- Click **Log In** in the top righthand corner.
- Under Login, click on **Plan Administrator**.
- Enter your User ID and password.
 - » If you are a new Group Administrator, your User ID was sent to you in a separate email from no_reply@bluecross.ca.
 - » Your temporary password was sent to you in an email from no_reply@bluecross.ca.
- Click Login.

New Group Administrators

If you are a new Group Administrator, you will need to:

- Change your password.
 - » Select a new password following the criteria provided.
 - » Click Submit.
 - » A confirmation will appear to confirm the password change.
- Accept the Terms & Conditions.
- Set up challenge questions.
 - » This will allow you to reset your password in the future, if necessary.

Forgot your Password? Enter your Username and select the “I forgot my password” link. You will then be prompted to answer the challenge questions you set up during your initial login.

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Help

Secure login

Username

Password

Log in

Don't have an account? [Let us help](#)
[I forgot my username](#) • [I forgot my password](#)

By signing in, you continue to accept the [Terms and Conditions](#) of this site.

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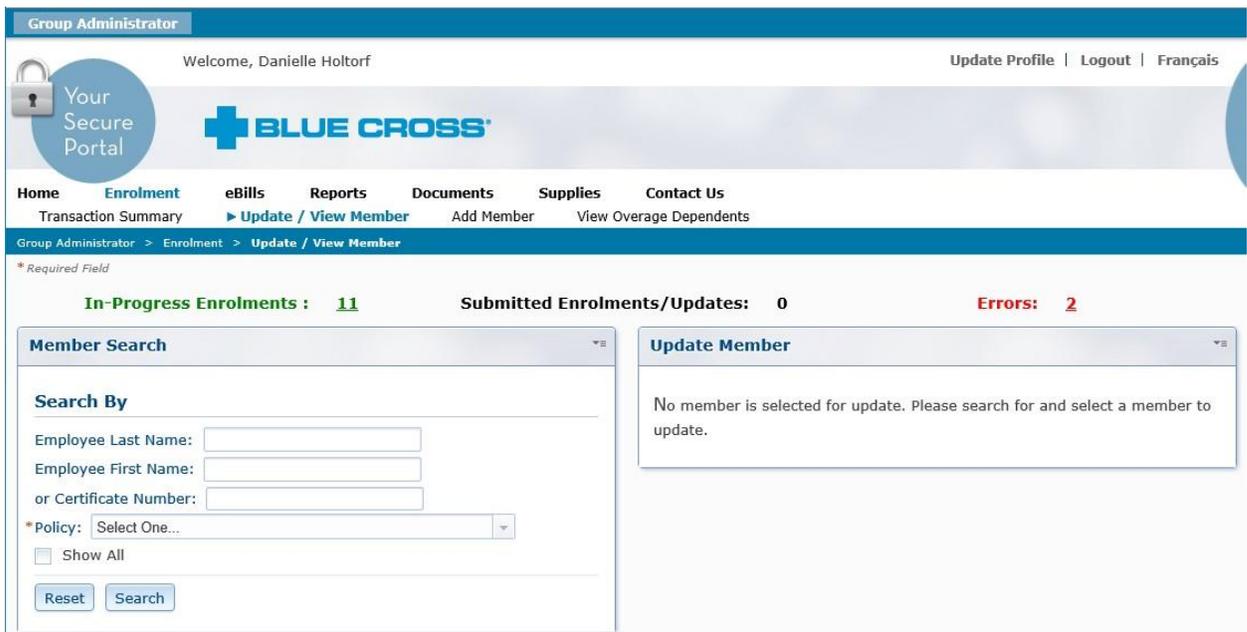
*Trade-mark of the Canadian Association of Blue Cross Plans.
†Trade-mark of Blue Cross Blue Shield Association

Enrolment

Finding an Employee who Already has Benefits

To find an employee with benefits:

- Under Enrolment, choose Update/View Member
- From the Member Search screen, you can search for an employee by Name or Certificate Number.
- To view terminated employees, check Show All.
- You can view all active employees by only searching for the Policy.



The screenshot shows the Group Administrator interface for Blue Cross. At the top, it says "Group Administrator" and "Welcome, Danielle Holtorf". There are links for "Update Profile", "Logout", and "Français". The main navigation bar includes "Home", "Enrolment", "eBills", "Reports", "Documents", "Supplies", and "Contact Us". Under "Enrolment", there are sub-links: "Transaction Summary", "Update / View Member", "Add Member", and "View Overage Dependents". The breadcrumb trail is "Group Administrator > Enrolment > Update / View Member".

Summary statistics:

- In-Progress Enrolments: 11
- Submitted Enrolments/Updates: 0
- Errors: 2

The "Member Search" form includes:

- Search By section with input fields for Employee Last Name, Employee First Name, and or Certificate Number.
- A dropdown menu for Policy with "Select One..." as the current selection.
- A "Show All" checkbox.
- Reset and Search buttons.

The "Update Member" section displays a message: "No member is selected for update. Please search for and select a member to update."

- To view an employee's summary information, click on their ID number. The summary information for that employee will appear. You can save or print the information that will appear on the card by clicking **Printable Member Card**.
- If the function is available, **Update** buttons will display next to specific sections of information. Click the **Update** button to change the information in that section.
- The **Transaction Summary** counts the number of transactions that are in-progress enrolments, submitted enrolments, as well as updates and transactions that have provided an error or updated successfully. You can see more details on each by clicking on the hyperlink beside the transaction type.
- The **Transfer Member** button allows the member to be moved from one division to another, or from one Class/Plan to a different Class and/or Plan.
- The **Reinstatement** button allows an employee to be reinstated coverage from a temporary loss of coverage within the last 6 months.

Transferring an Employee

To transfer an employee to another Division, Class or Plan, click the **Transfer Member** button next to Group. A screen with input fields will appear. The employee's current information will display in the upper part of the screen. Choose the new Division, Class or Plan for the employee along with the effective date of the change.

Update Member

Policy: [Redacted] Class: B/All Management

Division: [Redacted] Plan: [Redacted]

ID Number: [Redacted]

If Change Effective Date is more than 30 days in the past or 90 days in the future, please contact Blue Cross.

Transfer

* Transfer to Policy: [Redacted]

* Transfer to Division: [Redacted]

* Transfer to Class: A/All Hourly and Salaried Staff

* Transfer to Plan: [Redacted]

* ID Number: [Redacted]

* Change Effective Date: dd/mm/yyyy

- If the transfer effective date is more than 30 days in the past or 90 days in the future, contact your service representative at Saskatchewan Blue Cross.
- The employee's current choices will display and can be clicked on and changed as needed.

Notice that all 4 health benefits should always be checked or unchecked together.

* Change Effective Date: 11/12/2019

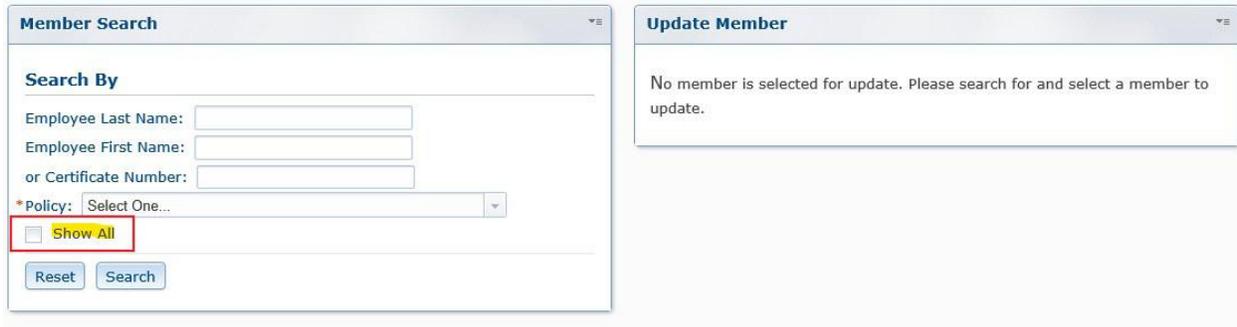
Health & Dental

HSA is only available if Extended Health Care is selected

Benefit	Waive Reason	Option	Family Category	Coverage Amount
Health				
<input checked="" type="checkbox"/> Drug		Drug		
<input checked="" type="checkbox"/> Travel				
<input checked="" type="checkbox"/> Hospital				
<input checked="" type="checkbox"/> Extended Health Care				
Dental				
<input checked="" type="checkbox"/> Dental				
Life				
Benefit	Waive Reason	Option	Family Category	Coverage Amount
<input checked="" type="checkbox"/> Member Life	This benefit cannot be waived			
Income Replacement				
Benefit	Waive Reason	Option	Family Category	Coverage Amount
<input checked="" type="checkbox"/> Long Term Disability	This benefit cannot be waived			

Reinstating an Employee

To find terminated employees, the **Show All** box needs to be checked before clicking Search.



- After selecting the employee to reinstate, click on **Reinstate Member**.
- You will be prompted to choose the Reinstatement Effective Date.
- Then, the employee's previous choices will display, and can be clicked on and changed as needed.

Notice that all 4 health benefits should always be checked or unchecked together.

*Change Effective Date: 30/12/2019

Health & Dental

HSA is only available if Extended Health Care is selected

Benefit	Waive Reason	Option	Family Category	Coverage Amount
Health				
<input checked="" type="checkbox"/> Drug		Drug	Employee & Family	
<input checked="" type="checkbox"/> Travel				
<input checked="" type="checkbox"/> Hospital				
<input checked="" type="checkbox"/> Extended Health Care				
Dental				
<input checked="" type="checkbox"/> Dental			Employee & Family	
Life				
<input checked="" type="checkbox"/> Member Life	This benefit cannot be waived			
<input checked="" type="checkbox"/> Dependent Life	This benefit cannot be waived			
Income Replacement				
<input checked="" type="checkbox"/> Long Term Disability	This benefit cannot be waived			

Updating Employee Information

To update/terminate an employee's information, such as name, address, or direct deposit banking information click the **Update** button next to the appropriate section of information. A screen with input fields will appear.

*Employee Last Name:

*Employee First Name:

Employee Middle Name:

*Gender: Male

*Birth Date (dd/mm/yyyy): 01/01/1980

*Language: English

Phone Number:

Mailing Address *(Country): Canada

* (Street): 123 abc st

* (City): Moose Jaw

* (Province): Saskatchewan

* (Postal Code): S8H 3H3

*Permanent Date Employed: 02/10/2019

*Application Date: 14/10/2019

*Privacy Consent:

Alternate ID:

Custom Report Attribute:

Request New Card:

Direct Deposit Banking Information:

YOUR NAME
123 ANY STREET
ANYTOWN, PROVINCE A1A 0Z0

DATE Y Y Y Y M M D D

PAY TO THE ORDER OF _____ \$ _____

YOUR FINANCIAL INSTITUTION
123 MAIN STREET
ANYTOWN, PROVINCE 2B2 9Y9

MEMO _____

⑈00⑈ ⑈12345⑈⑈670⑈ ⑈234567⑈

Branch # Bank # Account #

(Do not include spaces or symbols)

If Country, United States is chosen, State and Zip Code fields will be available.

If Other Country is chosen, use the three lines provided to enter the full address.

Note: Some fields, such as Permanent Date Employed, cannot be changed on the portal. Should these fields require a change, please contact your service representative at Saskatchewan Blue Cross.

Family Member Changes

To make family member changes for an employee (e.g. updated marital status), click the **Update** button next to Other Family Members.

To update/terminate an existing family member, click on their name. The Update Family Member section will open.

Note: Some fields, such as Relationship type, cannot be changed on the portal. Should these fields require a change, please contact your representative at Saskatchewan Blue Cross.

To add a dependent, click **Add Dependent**.

After adding or updating one or more family members, you will be automatically navigated to the Benefit Changes page; be sure the Family Category indicates **Employee & Family**, if the family members are to be covered for that benefit.

When a child is within 60 days of maximum age of being a minor, or when they have reached the maximum age within the last 30 days, a check box titled **Change Relationship Type to Student** will appear. This may be selected if the minor is attending post-secondary education.

Note: When adding family members, you will also need to review the Selected Benefits Details to ensure the new family members will be covered.

The screenshot shows two sections of a web form. The top section, titled "Other Family Members", contains a table with the following data:

Name	Gender	Birth Date (dd/mm/yyyy)	Relationship	Privacy Consent	Language	Status	Application Date	Termination Date
[Redacted]	Female	01/01/1990	Spouse/Married (01/01/1990)	✓	English	InForce	14/10/2019	

Below the table is an "Add Dependent" button. The bottom section, titled "Update Family Member", contains the following fields:

- Relationship: Spouse
- *Last Name: [Redacted]
- *First Name: [Redacted]
- Middle Name: [Redacted]
- *Gender: Female
- *Birth Date: 01/01/1990
- *Language: English
- *Relationship Type: Married
- *Marriage/Co-Hab Date: 01/01/1990
- Privacy Consent: [Checked]
- *Application Date: 14/10/2019
- Termination Date: dd/mm/yyyy

An "OK" button is located at the bottom left of the form. A note at the bottom states: "Any change made on this screen may affect your bill. Please check your next statement to ensure all information is correct."

To make a change to an existing dependent, click their name and the edit box will appear. You can change the spelling of the dependent name, correct the birthdate information, or add a termination date for the dependent.

To Reinstate a dependent click on the **Update** button beside Other Family Members. You will be able to see the Terminated or In Force status. For the dependent that you are wanting to reinstate, you will need to click on the dependent's name and the information will appear below that you are able to click on the **Reinstate Family Member** button and then click on Next. The change effective date can only be changed with an effective date of 30 days in the past or 90 days in the future. If there is a Family Category change, this will need to be captured at this time.

Benefit Changes

To view and/or change an employee's benefits:

- Click the **Update** button next to **Selected Benefits**.
- The employee's current choices will display and can be clicked on and changed as needed such as the **Family Category**.

To see an employee's current coverage level, you can click on **Details**. The information will show coverage for the employee as well as the dependent(s) by clicking on their name to expand the selection.

Update Member

As of Date: 12/12/2019

View Benefit Details

▼ **Health Benefits** 01/01/1980

LOB	Benefit	Status	Status Reason	Effective Date	Expiry Date	Amount
Health & Dental	Extended Health Care	InForce		02/01/2020	31/12/2049	
Health & Dental	Dental	InForce		02/01/2020	31/12/2049	
Health & Dental	Drug	InForce		02/01/2020	31/12/2049	
Health & Dental	Travel	InForce		02/01/2020	31/12/2049	
Health & Dental	Hospital	InForce		02/01/2020	31/12/2049	
Life	Member Life	InForce		02/01/2020	31/12/2049	\$25,000.00
Life	Critical Illness	InForce		02/01/2020	31/12/2044	\$25,000.00
Accidental Death and Dismemberment	Member AD&D	InForce		02/01/2020	31/12/2049	\$25,000.00
Wellness	Medical Second Opinion	InForce		02/01/2020	31/12/2049	

► **Health Benefits** 01/01/1980

[Back](#)

To Review an Employee's Benefits

- Ensure that the correct setting is chosen for each benefit (e.g. Dental) look under **Selected Benefits** and the **Family Category** heading:
 - » Employee Only = Only the employee can submit claims for that benefit.
 - » Employee & Family = The employee and eligible family member can submit claims for that benefit.

Salary and Occupation Changes

If the employee changed their occupation, or has received a salary change, click the **Update** button next to **Salary and Occupation** to update an employee's occupation and/or salary amount. When you change the salary, you must provide a new salary effective date.

When inputting the salary amount, it is important that the Salary Amount and the frequency match. If the Salary Amount enter is an annual amount, the frequency field should read Annually. If the reported amount is the member's hourly rate, then the frequency would need to read Hourly. Frequency does not reflect rate of pay.

Note: Be sure to choose a valid **Occupation** when making a change to this screen. The **Salary Amount** can be set to zero if none of the benefits available require it. In this case, please ensure that the **Frequency** is set to **Annually**.

Caution: It is important to maintain updated salary information, especially if employees have benefits based on salary (e.g. LTD).

Employee Classification

*Occupation: YF-Mgmt/Tech Staff

*Job Title: Manager

*Employment Type: Full Time Hourly

*Salary Amount: \$65,000.00 *Frequency: Annually

Salary Effective From: 01/01/1900

*Hours worked per week: 40

*Change Effective Date: 12/12/2019

Any change made on this screen may affect your bill. Please check your next statement to ensure all information is correct.

Cancel Save

Beneficiary Changes

To change the beneficiaries on an employee's Life Benefits, click the **Update** button next to **Beneficiaries**. It is very important to maintain the signed and dated updated Change Form or Beneficiary Designation in your records in case it is required in the future. The **Beneficiary Information** screen will open.

To remove existing beneficiaries:

- Click the **Reset** button next to the existing beneficiaries and fill in new values.

To add additional beneficiaries:

- Click **Add Beneficiary**, and a new blank row will be added.

If you choose the "I will contact Blue Cross" radio button option, you will need to send in a copy of the completed and signed Change Form or Beneficiary Designation form to Saskatchewan Blue Cross for processing.

To change irrevocable beneficiaries:

- Changing an irrevocable beneficiary requires the written consent of said irrevocable beneficiary.

- After having the employee complete a Change Form (available under Documents tab in the Administrator Portal), please submit the completed form to Saskatchewan Blue Cross.

Note: When making changes, ensure that the total percentages add up to 100%.

Beneficiary Information

When a claim for death benefits is made, the employer must retain the latest beneficiary change for two years following submission of the claim.

Beneficiaries specified here will apply to Member Life, Optional Member Life, and Supplemental Life. If your employee requires a different beneficiary for Member Life, Optional Member Life or Supplemental Life, please select 'I will contact Blue Cross'. The employee's estate will become the default beneficiary for Member Life, Optional Member Life, and Supplemental Life until the additional details are provided to Blue Cross.

Please select one of the options below.

I will contact Blue Cross
 Quick Select family member(s) with equal share percentages
 Enter multiple beneficiaries and share percentages

If more than one beneficiary please ensure the percentage adds up to 100%.

Last Name	First Name, Initial	Relationship	Percentage	Irrevocable?
<input type="text" value="Doe"/>	<input type="text" value="John"/>	<input type="text" value="Spouse"/>	<input type="text" value="50"/> %	<input type="checkbox"/>
<input type="text" value="Doe"/>	<input type="text" value="Lisa"/>	<input type="text" value="Child"/>	<input type="text" value="50"/> %	<input type="checkbox"/>
Total Percentage			<input type="text" value="100"/> %	

Trustee Information

If a beneficiary is under 18 years of age, please provide beneficiary trustee information below.

Trustee Relationship:

*Trustee Last Name:

*Trustee First Name:

Trustee Phone Number:

Note: To see if a beneficiary is irrevocable, look under the Update Member section of the screen at Beneficiaries.

A ✓ under Irrevocable? means the beneficiary is irrevocable and requires the written consent of said irrevocable beneficiary.

An X under Irrevocable? means the beneficiary is revocable and the Employee can change the beneficiary at any time.

Adding an Employee

To add a new employee:

- Under Enrolment, choose Add Member. The Add Member screen will open.

Note: If an existing employee has a similar name and birthday, that member's information will display along with the following message: "The following members were found that closely match the input you have provided."

This makes sure that a member isn't added to the system twice. Should you encounter this message, you can do one of the following:

- Update the employee found by clicking their ID,
- Continue to add the new employee by clicking Next, or
- Cancel adding the member by clicking Cancel.
- Any employees whose new enrolments have been started, but not completed, can be found in the Transaction Summary section.
- Fill in the form by choosing Policy, Division, Class and Plan that the employee should be in.
- If you are waiving the plan waiting period due to a condition of employment, you can check off the **Waive Waiting Period** checkbox. This will provide coverage to the date of hire for all benefits.
- Add the employee information. If your group needs you to enter an Identification Number, it must be 9 digits (0-9, no spaces or special characters).
- Add the Employee Classification.
- When the above fields are complete:
 - » Click Save & Exit to finish adding the member later; or
 - » Click Next to continue adding the member.

The screenshot displays a web form for adding a new employee. At the top, there are three dropdown menus: "Permanent Date Employed:", "Application Date:", and "Privacy Consent:". Below these are checkboxes for "Waive Waiting Period:" and "Alternate ID:". A "Custom Report Attribute:" field is also present. The main section is titled "Direct Deposit Banking Information:" and contains a simulated cheque image. The cheque is from "YOUR NAME" at "123 ANY STREET, ANYTOWN, PROVINCE A1A 0Z0" and is payable to "YOUR FINANCIAL INSTITUTION" at "123 MAIN STREET, ANYTOWN, PROVINCE 2B2 9Y9". The cheque number is "001". Below the cheque, there are three input fields for "Branch #", "Bank #", and "Account #", with red arrows pointing to the corresponding MICR line on the cheque. A note below these fields states "(Do not include spaces or symbols)". At the bottom of the form are three buttons: "Cancel", "Next", and "Save & Exit".

- At this point, the information added will begin to accumulate in the Member Summary on the right side of the page.
 - » The Member Summary will be updated throughout the entire process.

If you are interrupted, you can continue where you left off by finding the employee in the **Transaction Summary** section and clicking on the employee name.

Clicking **Next** from the **Employees Information** screen will take you to the **Add Family Members** screen, followed by the screen to **Select Benefits**, and the screens to provide Beneficiary, and any **Coordination of Benefits** information from the employee’s enrolment form.

When inputting the salary amount, it is important that the Salary Amount and the frequency match. If the Salary Amount enter is an annual amount, the frequency field should read **Annually**. If the reported amount is the member’s hourly rate, then the frequency would need to read **Hourly**. Frequency does not reflect rate of pay.

Once all the information for the new member has been entered, the following message will display: “Please be aware that coverage amounts may be adjusted during the enrolment process if the request exceeds policy maximums.”

- At this point, please review the **Member Summary**, to confirm all the provided information, and make any necessary corrections.

Important:

Once you are satisfied with your entries, click **Submit**, and the employee’s enrolment will be sent to Saskatchewan Blue Cross. The entry under **In-Progress Enrolments** will change to **Submitted Enrolments/Updates**.



After the enrolment has been submitted, you can click Finish to take you back to the Add Member screen or click Print to print a record for your files. If you choose to Print, this print information will open in a new tab. Click on Print and then you can close that screen and click Finish.

Transaction Summary

You will have access to counts under **Transaction Summary** that are in-progress enrolments, submitted enrolments, as well as updates and transactions that have provided an error or updated successfully.

- You can access Transaction Summary from the Add Member or Update/View Member screen by clicking on the counts at the top of the screen; or
- by clicking the **Transaction Summary** sub-menu under **Enrolment**.

The screenshot shows the Blue Cross Saskatchewan portal interface. At the top left is a 'Your Secure Portal' icon. The main header features the Blue Cross logo. Below this is a navigation menu with categories: Home, Enrolment, eBills, Reports, Documents, Supplies, and Contact Us. Under the 'Enrolment' category, there are sub-links: Transaction Summary, Update / View Member, Add Member, and View Overage Dependents. A breadcrumb trail indicates the current path: Group Administrator > Enrolment > Add Member. A note below the breadcrumb states '* Required Field'. The main content area displays three summary statistics: 'In-Progress Enrolments : 12', 'Submitted Enrolments/Updates: 0', and 'Errors: 2'.

- When you navigate to this screen by clicking on one of the counts from either **Add Member** or **Update/View Member**, the **Transaction Summary** page does an automatic search for those types of transactions.
- If you navigate to this screen by clicking on the **Transaction Summary** sub-menu, you will see all transactions with **In-Progress, Submitted, Error and Completed** status (to a maximum of 100 records).
- In this section, you can change the **Search By** criteria.
- You can also access any in-progress enrolments by clicking on employee name. This will return you to the Add Member page to continue or edit.
- Your Saskatchewan Blue Cross representative is available to manage any error updates.

eBills

Viewing eBills

To view an eBill, click eBills on the Welcome screen.

From the eBill Type drop-down menu, the following options are available for viewing eBills:

- All: All available invoices and data files.
- Invoice: PDF format (Remittance and Invoice Details).
- Data File: CSV format (Excel spreadsheet data file).

The screenshot shows the 'Your Secure Portal' header with the Blue Cross logo. Below the header is a navigation menu with links for Home, Enrolment, eBills, Reports, Documents, Supplies, and Contact Us. The current page is 'eBills' for a 'Group Administrator'. A search form titled 'Search By' contains the following fields:

- eBill Type:** A dropdown menu with 'All' selected.
- Number of Months:** A dropdown menu with '2 Months' selected and a radio button next to it.
- Coverage Period:** A radio button next to it.
- *Policy - Division / Name:** A dropdown menu with '1 selected'.

At the bottom of the search form are 'Reset' and 'Search' buttons. A note '* Required Field' is located above the search form.

Viewing Specific Billing Periods

You can view the following specific billing periods:

- **Number of Months:**
 - » 2 months up to 12 months.
 - » All available bills.
- **Coverage Period:**
 - » From and To fields must be completed.

Viewing Specific Policies/Divisions

To view eBills for specific policies and/or divisions, select one or more options from the **Policy – Division/Name** drop-down. For a complete list of eBills, select **Check All**.

Within your Document Search results, click either the PDF or CSV links to view, print or save the eBill.

How to Read a Bill

Please refer to the Saskatchewan Blue Cross Invoice Guide for Group Administrators. Please contact your Group Service Representative to obtain a copy of the Invoice Guide.

Other Things to Know

Online Reports

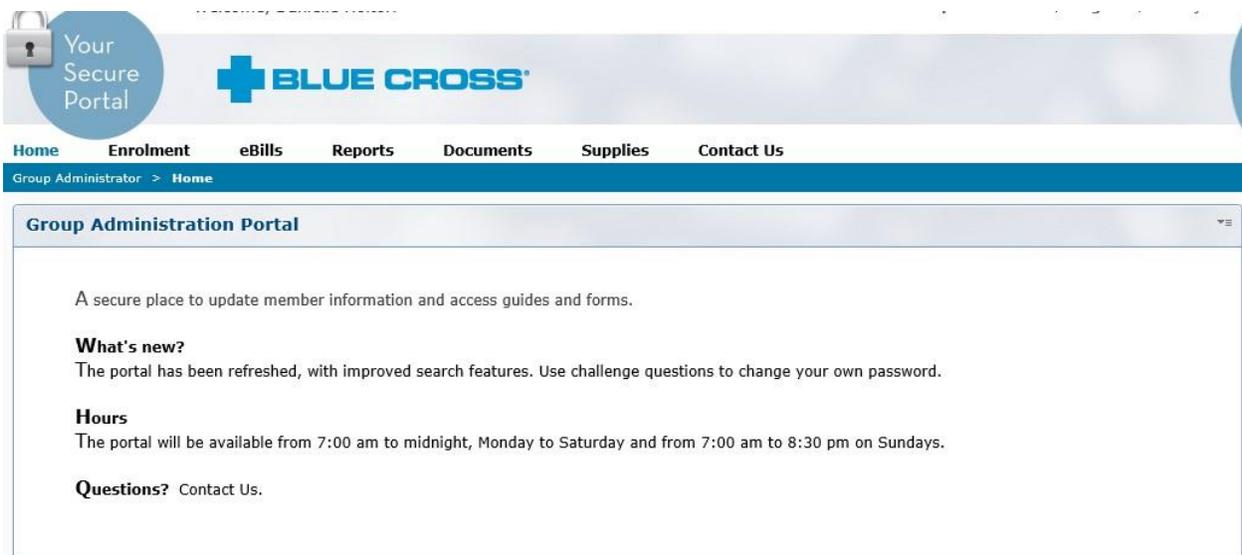
The Online Reports system allows Group Administrators and Agents/Consultants to query their own claims data and benefit information with an easy online interface.

The following information will help guide you in accessing these reports.

How to Run a Report

Note: If no reports are available, the following message will display: “No reports available for download.”

- Select Reports.



- Click the Consolidation Code or Policy/Division drop-down box.

Note: If no reports are available, the following message will display: “No reports found.”

- Select a report from the list available. Each report has its description noted alongside the report number.
- Click Next.

Note: If no reports are available, the following message will display: “No reports found.”

Entering Query Parameters

When entering the appropriate query parameters:

- Any field marked with an (*) is a required field.
 - The standard date formatting for all reports is YYYY-MM-DD.
 - Note what dates are available for the query parameters. This is noted directly below the description of the report.
 - Choose the language for the report to be presented in (English or French).
 - Select the **Report Format (PDF, RTF, or EXCEL)**.
 - Click Submit Report Request. The report will open in the specified format.
- Note:** Appropriate computer applications are required for the various file types. The following is recommended:

File Type	Application
PDF	Adobe Reader
RTF	Microsoft Word
Excel	Microsoft Excel

Note: Error messages may appear when submitting a request. The error message will often indicate why certain parameters did not work.

Selecting a Previously Requested Report

To select a previously requested report:

- Click Report at the top left of the screen and select Download Report.
- Select the report to be downloaded.
- Click **Download**.

View Overage Dependents

You can view, print or extract a listing of dependents that are currently Active Full-time Students, Approaching Maximum Age, or Termed Overage Minors/Students. This listing will help you to manage students in your policy.

To view the overage dependent listing:

- Under Enrolment, choose View Overage Dependents. The Overage Dependent and Student Status search screen will open.
- Specify the Policy you are searching for. The Division field is not mandatory and by leaving this blank your results will include all divisions.
- Choose the Search type by selecting Active Full-time Students, Approaching Maximum Age, or Termed Overage Minors/Students, depending on the required search results.

- You can also Search for a specific Dependent or Employee using the Search field within the Search results
- The search results may be extracted to Excel (save to CSV), printed or simply viewed.

Home **Enrolment** eBills Reports Documents Supplies Contact Us
 Transaction Summary Update / View Member Add Member **View Overage Dependents**

Group Administrator > Enrolment > **View Overage Dependents**

* Required Field

Overage Dependent and Student Status Search

Search By

* Policy:

Division:

* Search type:

Search Results

Show entries Search:

Policy	Division	ID	Employee Name	Covered Life ID	Dependent Name	Birth Date (dd/mm/yyyy)	Termination Date (dd/mm/yyyy)	Relationship Type	Status

<< < 1 > >>

- The Approaching Maximum Age list of dependents being displayed is limited to dependents that will terminate within the next 60 days or have been terminated within the last 30 days. It is possible to pre-subscribe or reinstate dependents as Students. To learn how to do this, see the **Family Member Changes** section.

Finding Forms, Booklets or Other Documents

You can search for specific forms or brochures under Documents.

For example, you can find the Administration and Claims forms in the language of your choice (English or French), by searching for them. If the policy has specific forms, you can also specify a policy and division and those will also be returned in the search.

The screenshot displays the 'Your Secure Portal' interface for Blue Cross. The top navigation bar includes links for Home, Enrolment, eBills, Reports, Documents, Supplies, and Contact Us. The current page is 'Documents' for a 'Group Administrator'. A search section titled 'Search By' contains several fields: 'Document Type' (with a dropdown menu), 'Language', and 'Policy - Division / Name'. A 'Filter' box is open, showing a list of document types with checkboxes: Administration Form (checked), Administration Form (specific), Administration Manual, Billing Guide, Booklets, Claim Form (general), Claim Form (specific), Contracts, Frequently Asked Questions, H.S.A Procedure Manual, and Medication Advisory Panel Report. Below the search fields are 'Reset' and 'Search' buttons. A 'Search Results' section is visible at the bottom left.

Ordering Forms

You can order forms, rather than printing them, under Supplies. A variety of forms are available to be shipped to you at the address you have provided.





Home
Enrolment
eBills
Reports
Documents
Supplies
Contact Us

Group Administrator > Supplies

* Required Field

Order Supplies

Order change forms, claim forms, applications, brochures or Group Administration Guide below and we'll process your order within 5 business days.

Your Information

If any of the following information is incorrect, please contact your Blue Cross plan office.

First Name:	<input type="text"/>	* Address:	<input type="text"/>
Last Name:	<input type="text"/>		<input type="text"/>
E-mail:	<input type="text"/>		<input type="text"/>
Phone Number:	<input type="text"/>	ext.:	<input type="text"/>
		* City:	<input type="text"/>
		* Province:	<input type="text" value="Select..."/>
		* Postal Code:	<input type="text"/>

Order Details

* Policy - Division - Name:

Indicate quantity. Maximum 300 per item.

Items	English	French
Administration Forms		
Change Form :	<input type="text"/>	<input type="text"/>
Direct Deposit Authorization Form:	<input type="text"/>	<input type="text"/>
Group Conversion Application:	<input type="text"/>	<input type="text"/>
Individual Application Form :	<input type="text"/>	<input type="text"/>
Claim Form		
Disability Claim Forms:	<input type="text"/>	<input type="text"/>
Extended Health Benefit Claim Form:	<input type="text"/>	<input type="text"/>
Group Dental Claim Form :	<input type="text"/>	<input type="text"/>
Publications		
Booklet:	<input type="text"/>	<input type="text"/>
Employee Family Assistance Program Brochure:	<input type="text"/>	<input type="text"/>
Second Opinion Brochure:	<input type="text"/>	<input type="text"/>

Reset
Submit

Getting in Touch with Blue Cross

If you have any questions or comments to share, or you would like to look up an address or phone number for one of the Blue Cross offices anywhere in Canada, click Contact Us.

[Home](#) [Enrolment](#) [eBills](#) [Reports](#) [Documents](#) [Supplies](#) [Contact Us](#)

Group Administrator > [Contact Us](#)

* Required Field

Contact Us

Find contact information including e-mail addresses and phone numbers to the right, or use the form below to submit comments about our products and services.

Your Information

If any of the following information is incorrect, please contact your Blue Cross plan office.

First Name:

Last Name:

E-mail:

Your Inquiry

Preferred Contact Method:

Language:

Inquiry Type:

Message

Include special instructions, such as preferred contact time in the Inquiry box below.

Subject:

*Inquiry:

Our Offices

- Alberta
- British Columbia
- Manitoba
- New Brunswick
- Newfoundland and Labrador
- Nova Scotia
- Ontario
- Quebec
- Saskatchewan

▼ Regina

Major Location

100, 1870 Albert St
Regina, SK S4P 4B7

Toll Free: 1-800-667-6853

Open Monday to Friday,
8:30 a.m. - 5:00 p.m. (Central)

▼ Saskatoon

Major Location

516 2nd Avenue N
PO Box 4030
Saskatoon, SK S7K 3T2

Toll Free: 1-800-667-6853

Open Monday to Friday,
8:30 a.m. - 5:00 p.m. (Central)