

# Great new system, same great coverage

## Our new health and dental system arrives on April 4

We're about to open the door to a new health and dental system designed to improve the benefits claiming experience.

This is a major transformation. To ensure everything goes smoothly, Pacific Blue Cross pay direct and online claims services will be suspended for one week right before the new system goes live.

Pay Direct Drug Card and eClaims service suspension: March 27 to April 3, 2014.

## How will you be affected?

- If you have pay direct coverage, your Pay Direct Drug Card (your ID card), will be unable to reimburse you automatically at the pharmacy during this time.
- You will be unable to submit e-Claims on CARESnet®.

## What do you need to do?

### Fill your prescriptions before March 27

- If you know you have a prescription refill scheduled between March 27 and April 3, fill it early. Pacific Blue Cross will reimburse pay direct claims for early refills in March.

### Save your receipts

- If you are prescribed a new medication between March 27 and April 3, pay for the prescription and mail your receipt to Pacific Blue Cross for reimbursement.
- If the cost of covering the entire prescription will cause you financial hardship, ask your pharmacist to dispense a small supply to carry you through the one-week suspension.

### For CARESnet eClaim users

- Submit your eClaims before March 27 or after our new system is live on April 4.
- Mail an Extended Health Care Claim form with your receipts to Pacific Blue Cross.

Download Extended Health Care Claim forms from CARESnet or [www.pac.bluecross.ca](http://www.pac.bluecross.ca).

## What will change on April 4, 2014?

**Benefit policy and ID numbers will change. Your coverage will not be affected.**

### CARESnet

- CARESnet will have a new look, new features and be much easier to navigate.
- When you log back in to CARESnet after April 4, you will see your new policy and/or ID number. Record this number because you will need it for all future logins.
- CARESnet will accept eClaims for more services including podiatry, naturopathy, acupuncture, podiatry, psychology and monthly orthodontic treatments.

### ID cards (Pay Direct Drug Cards)

- You will receive a new ID card in the mail showing your new policy and ID numbers. Due to high mail volume, it could be up to 90 days before you receive your new card. In the meantime, continue to use your old card or download a copy of your new one from CARESnet.
- When you receive your new ID card, discard your old card and show the new one to your pharmacist and dentist.
- New ID cards will not list your dependents, if you have them. This is a security enhancement in the new system. Log in to CARESnet anytime to view your dependent information.
- If you used a Social Security Number (SIN) as policy identification, you will also receive a new ID number.