

Welcome to Your New Manitoba Blue Cross Benefits Plan

Enclosed you will find several items to help get you started:

- Frequently asked questions (see reverse)
- mybluecross[®] brochure
- Virtual Care brochure
- Memorandum from the Board of Trustees

IMPORTANT: Please ensure any claims for services prior to September 30, 2023 are submitted to your current carrier by November 30, 2023.

Any claims for services starting October 1, 2023 are to be submitted to Manitoba Blue Cross.

Guide to Your Benefits Plan

Please refer to this document for a high-level overview of your plan. For more detailed information, please refer to your employee booklet, or visit your free online mybluecross[®] account at mb.bluecross.ca. See the enclosed mybluecross brochure for details.

Direct billing

Direct billing allows your provider to submit claims on your behalf, so you don't have to pay out of pocket and then claim for reimbursement.

Direct billing set up

You can assist in getting your providers set up to direct bill with Manitoba Blue Cross:

- For health, pharmacy or dental providers, present your Manitoba Blue Cross ID card. This gives them the information necessary to direct bill with Manitoba Blue Cross. claims. If your provider is not registered with Manitoba Blue Cross, they can contact our office.
- If a provider does not wish to direct bill to Manitoba Blue Cross, you will need to pay for your services and submit a claim to Manitoba Blue Cross for reimbursement. Visit mb.bluecross.ca and sign up for mybluecross to submit claims online or to download claim forms.



Frequently asked questions

1. What happens if my provider isn't registered to submit claims to Manitoba Blue Cross?

Your providers can register by contacting Manitoba Blue Cross Provider Relations toll free at 1.888.596.1032 ext 8825 or provider.relations@mb.bluecross.ca.

2. What if my provider is unable to submit my claim for me at this time?

If your provider has any issues submitting your claim, please ensure they have the correct information from your Manitoba Blue Cross ID card, including your certificate and client numbers and the correct carrier code.

If they continue to have issues, they can contact our Provider Relations department toll free at 1.888.596.1032 ext 8825 or provider.relations@mb.bluecross.ca.

3. What if my provider does not wish to submit my claim?

Pay for your product or service and submit your claim to Manitoba Blue Cross either online or by mail.

Remember, you can register for mybluecross to submit your health service claims online, as well as any prescription drug or vision claims. Visit mb.bluecross.ca and click the "register" link on the top right-hand corner to create your account. You can also sign up for direct deposit through mybluecross to receive reimbursement directly into your bank account. For on-the-go claims submission, you can also download our mobile app from Google Play or the App Store.

4. If I lose my Manitoba Blue Cross ID card, how do I get a new one?

Sign in to mybluecross to print a temporary replacement and order a new ID card. Once logged in, click My Account and then click Request ID Card. Choose to print a replacement, order a new card or both.

Members can also contact our Customer Service Centre at 1.204.775.0151 or 1.888.596.1032 toll free between 8:00 a.m. and 5:30 p.m. (CT) Monday to Friday.

