

November 2010

E-Claims Coming January 1, 2011

Pacific Blue Cross is pleased to announce the availability of electronic claim submission* through CARESnet, our secure self-service website for plan members beginning January 1, 2011.

To file an electronic claim, you must first be enrolled for direct deposit and electronic claim statements. CARESnet guides you through enrollment for these services if you have not already signed up. Our online claim wizard then guides you through an easy 3 step process to submit claims for your **vision care, chiropractic, physiotherapy and massage therapy** expenses. If you have a Health Spending Account, you can request unpaid balances from these expenses to be paid under your **Health Spending Account** plan.

For certain claims, Pacific Blue Cross may require you to submit additional information or supporting documentation before processing your eClaim. Additionally, your eClaim may be selected for receipt verification where you will be required to submit receipts to us before your eClaim is processed.

All plans are designed differently. Not all benefits eligible for eClaim may be available under your plan. Not sure what you're covered for? CARESnet has the information you're looking for at pac.bluecross.ca. It's secure, easy and convenient.

NOTE: Certain claims will continue to require paper submission. This includes claims:

- Where payment has been assigned to a third party
- Where expenses are the result of a work-related illness or injury, or from a motor vehicle accident
- Where expenses were incurred outside of Canada
- Where the claimed expenses total more than \$2,000
- From plan members with coverage on our Nexus (national) system.

*eClaims is not available to group plan members whose plan sponsors have opted not to provide this service

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