

PEMBROKE REGIONAL HOSPITAL

MEMO

TO: All PRH Staff

FROM: Brent McIntyre,
Vice President, Human Resources

DATE: July 3, 2024

SUBJECT: Get Ready for the Transition to Medavie Blue Cross



MEDAVIE BLUE CROSS

*is our new health and
dental benefits provider!*



It's almost time for the transition to Medavie Blue Cross – the new provider for our health and dental benefits program starting August 1, 2024. We have been working closely with the Medavie Blue Cross team to make sure the transition is as seamless as possible and there is no interruption to your benefits coverage.

Today's announcement includes important information to help you prepare for the switch to Medavie Blue Cross.

Your New Benefits ID Card

Within the next few weeks, you will receive your new Medavie Blue Cross benefits ID card distributed at the hospital. Keep your eye out for it. If you do not receive your ID card by late July, please let the Payroll and Benefits team know to ensure your ID card is available on the August 1, 2024, effective date.

Continue using your old benefits card until the switch to Medavie Blue Cross. Starting August 1, 2024:

- Replace your old benefits card with your new Medavie Blue Cross ID card,

- Show your new ID card whenever you access services covered by your plan on or after August 1st,
- If you need additional copies of your ID card for your covered dependents, you'll be able to print them from the Member Services Site once you register, and
- You'll be able to access an e-version of your ID card in the Blue Cross Mobile App.

Get Started on August 1st

Review the attached Frequently Asked Questions document to help you prepare for the transition to Medavie Blue Cross.

As of August 1, 2024, you can start using your new benefits ID card to access your health and dental benefits. You can also register for the Member Services Site and the Blue Cross Mobile App. These resources will become your go-to sources for information about your coverage, finding nearby health providers, submitting claims and so [much more!](#)

Register for the Member Services Site	Download the Blue Cross Mobile App
<ul style="list-style-type: none"> • Go to members.medavie.ca • Select Login on the right in the top bar • Choose Plan Members from the dropdown, then click Register here • Enter the required details. You will need the Policy number and ID number shown on your new benefits ID card • Click Create your account to complete your registration 	<ul style="list-style-type: none"> • Download the app from App Store or Google Play • Tap the 'Register' button on the main screen • Enter the required information • You'll be sent an email with a unique activation link • Click the link to activate your account, and then you can begin using the app

Need More Information?

To find out more about Medavie Blue Cross and their programs, visit their [welcome centre](#).

Starting August 1, 2024 you can contact the Medavie Blue Cross Client Care Centre at 1-855-811-0020.