

Mailing Address: PO Box 7000, Vancouver BC V6B 4E1  
 Street Address: 4250 Canada Way, Burnaby BC

## Member Information

Member's ID number		Policy number	Member's company name	
Member's last name	Member's first name		Employment status <input type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> Retiree <input type="checkbox"/> Student	Daytime phone number (10 digits)
Member's address/city/province/postal code				Check this box if this is a new address <input type="checkbox"/>

## Member Consent & Declaration (This section MUST be signed before submitting)

I declare that all information in this form is true and complete. I understand Pacific Blue Cross will use the personal information on this form, and any other personal information they hold about me and my eligible dependents to determine eligibility for benefits and pay claims.

I acknowledge and agree that personal information about me and my eligible dependents may be collected, used and exchanged between Pacific Blue Cross and any other person or organization related to this claim or the administration of my benefit plan. This includes health care professionals, institutions, investigative agencies, insurers/re-insurers, government organizations or regulatory bodies. I acknowledge disclosure of my personal information by Pacific Blue Cross to my plan sponsor when required or permitted by law or pursuant to its contractual obligations under my benefit plan. I understand I may revoke this consent at any time and acknowledge that should I do so, this claim may not be considered.

If there is overpayment, I authorize its recovery from any amount payable to me under my benefit plan(s).

I have read and understand this Member Consent and Declaration and agree that a photocopy or digital version shall be as valid as the original and may remain in effect for the continued administration of this plan.

Signature	Date (yyyy/mm/dd)
-----------	-------------------

If the claimant is under 18 years of age, the member's signature is required.

## Other Coverage

Do you or your dependents have other insurance to cover these benefits?  Yes  No

Name of the other insurance company		Policy number
ID number	Name of member with other insurance company	
Employment status <input type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> Retiree <input type="checkbox"/> Student		
Effective date (yyyy-mm-dd)	Cancellation date (yyyy-mm-dd)	

Note: If you are claiming for the balance not paid by the other insurance company, include photocopies of your receipts and their payment statement.

Is your claim the result of an accident? If yes, attach details.  Yes  No

Is this a WorkSafe BC (WCB) case?  Yes  No

Is this an ICBC, or other auto insurance, case?  Yes  No

Are you seeking damages from a third party?  Yes  No

Check boxes below next to claims that are related to accidental or occupational injuries.

If any of these expenses are due to a medical emergency while you were outside of the province where you live, visit CARESnet® to download an Out of Province Claim form or contact Pacific Blue Cross.

## Expense Information

	First name of claimant (list in dependent and date order)	Birthdate (yyyy-mm-dd)	Dependent number	Type of expense or name of medication (e.g. Hospital, Ambulance, or name of clinic)	Date of each purchase or service or hospital admission and discharge dates (yyyy-mm-dd)	Amount paid	Provider of service or prescriber of medication	Nature of illness or injury*	<input checked="" type="checkbox"/> See above
1									<input type="checkbox"/>
2									<input type="checkbox"/>
3									<input type="checkbox"/>
4									<input type="checkbox"/>
5									<input type="checkbox"/>
6									<input type="checkbox"/>
7									<input type="checkbox"/>
8									<input type="checkbox"/>
9									<input type="checkbox"/>
10									<input type="checkbox"/>
11									<input type="checkbox"/>
12									<input type="checkbox"/>

\*Optional, but may result in refusal or delay of claim if not provided.

Total claim (optional):

## IMPORTANT CLAIMING INFORMATION

Incomplete Extended Health claims may cause delays in processing.

1. Read these instructions before submitting this form.
2. Ensure you have completed all sections.
3. Refer to your Pacific Blue Cross (PBC) ID card for your Policy, ID and dependent numbers.
4. To ensure prompt processing of your claim, please:
  - Ensure all supporting documents and original receipts are included (remember to keep photocopies for your records as **we do not return receipts**).
  - Keep your receipts loose and flat in the envelope (no staples, paper clips or tape)
  - Submit only one of each official receipt (no cashier or Interac receipts)
  - Put all of your health expenses on one form (drugs, paramedical treatments, etc)
  - Mail the signed form, with your receipts, to Pacific Blue Cross at the address indicated on the form. Forms may also be delivered in person to our office.

We encourage you to keep a copy of your Explanation of Benefits statement for income tax purposes. Up to 2 years' worth of statements can also be freely downloaded from CARESnet.

5. All claims must be submitted with itemized statements and original, paid-in-full receipts, and must include:
  - Claimant's first and last name
  - Description of item purchased or service rendered
  - Date of each purchase or service
  - Amount charged for each purchase or service
  - Name, address and telephone number of supplier or provider
6. Claims must be received in our office before the claiming deadline.
7. An Explanation of Benefits (EOB) statement indicating how the claim was assessed will be sent to the member

or posted in CARESnet®. Eligible claims will be paid by cheque, attached to the EOB statement, or by direct deposit to your bank account. The EOB statement can be used for income tax purposes or to claim through other coverage. No other statements will be issued. Register for direct deposit, and to receive and view your EOB statements online, by visiting CARESnet®. Refer to CARESnet® for a list of benefits and conditions of eligibility, or refer to your plan booklet. If you do not have a plan booklet, contact your plan administrator.

8. For help completing this form or for more information on your EHC plan, call us at 604 419-2600 or 1 888 275-4672 or visit CARESnet® at [www.pac.bluecross.ca](http://www.pac.bluecross.ca)

### Other Health Benefit Plan Coverage

Photocopies of receipts are acceptable if one the following situations applies:

1. If you are claiming expenses for your spouse and your spouse is covered under another health benefit plan, you must submit the claim to your spouse's plan first.
2. If both you and your spouse have health benefit coverage, your children must claim under the plan of the parent with the earliest birthday (month and day) in the calendar year. *(For example: If your birthday is May 1 and your spouse's is June 5, your children will claim under your plan first).*
3. If you have submitted your original receipt to your other insurance company, please provide the following:
  - Photocopies of all invoices and paid-in-full receipts
  - The original statement from the other insurance company showing payment or denial of your claim.



## Secure 24-hour access to your benefit and claim information

- View a summary of your EHC or dental plan
- Inquire about your claim history
- Download claim forms
- Print your own replacement ID cards
- Enrol for direct deposit and online claims statements
- Get the CARESnet App for your mobile devices

[www.pac.bluecross.ca](http://www.pac.bluecross.ca)