

Direct Deposit is going **PAPER FREE!**

STARTING IN NOVEMBER **WE WILL NO LONGER BE MAILING** EXPLANATION OF BENEFITS DOCUMENTS TO OUR DIRECT DEPOSIT PLAN MEMBERS.*

Instead, you have **two easy options** for accessing this information:

1



ON OUR MEDAVIE MOBILE APP

Just hit “My Claims” and select the claim you want to view. If you need your statement for Coordination of Benefits, simply take a screenshot and print a copy.



2

ON OUR ONLINE MEMBER SERVICE SITE

Sign up or log in at medavie.bluecross.ca. Click “Statements” and choose the claim you want to view or print.



MAKE YOUR CLAIMS EVEN EASIER WITH ePAY

Ask your health professional if they offer ePay - they can submit the claim electronically for you, so you only pay any deductible or co-pay.



If you have any questions, **please call us at 1-888-873-9200**

*Members of some plans, including those with employers based in Western Canada, may continue to receive EOBs by mail.

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