

FOR IMMEDIATE RELEASE

February 24, 2014

Pay Direct Drug Card and eClaims service suspension – March 27 through April 3, 2014

From March 27 through April 3, Pacific Blue Cross will suspend online claims and pay direct coverage while it migrates to a new health and dental system.

How will plan members be affected during the service suspension?

- Pharmacies will be unable to submit electronic Pay Direct Drug Card (Pacific Blue Cross ID card) claims from March 27 through April 3.
- Members will be unable to submit e-Claims on CARESnet during this time.
- Members can attend dental appointments as usual.
- Members can submit paper extended health and dental claims as usual.

Important notice for Pacific Blue Cross members:**Fill your prescriptions before March 27**

- If you have a Pay Direct Drug Card and have a prescription refill scheduled between March 27 and April 3, fill it early. Pacific Blue Cross will accept pay direct claims for early refills in March.
- If you do not have a Pay Direct Drug Card, fill your prescriptions and submit paper claims for reimbursement as you normally would during this time.

Save your receipts

- If you are prescribed a new medication between March 27 and April 3, pay for the prescription and mail your claim with receipt to Pacific Blue Cross for reimbursement.
- If the cost of covering the entire prescription without your Pay Direct Drug Card will cause you financial hardship, ask your pharmacist to dispense a smaller supply to carry you through the one-week suspension.

For CARESnet eClaims users

- Submit eClaims before March 27 or after our new system is live on April 4.
- Mail an Extended Health Care Claim form with your receipts to Pacific Blue Cross.

Download Extended Health Care Claim forms from CARESnet.

Our new health and dental system arrives on April 4. Preview it now at
www.pbcopenhouse.ca/caresnet

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Pacific Blue Cross has been British Columbia's leading benefits provider for over 70 years. Our comprehensive understanding of health care needs fuels our commitment to service.

Together with BC Life, our subsidiary, we provide health, dental, life, disability and travel coverage for approx 1.5 million British Columbians through employee group plans and through individual plans for those who do not have coverage with their employer.

Pacific Blue Cross and BC Life continue to respond to customers' needs in plan design, administration and technology.