Your benefits on the go

Access your benefits on the go through your Member Profile. For convenience and faster payment submit online claims for prescription drugs, physiotherapy, chiropractic services, massage therapy, acupuncture, naturopathy, podiatry, psychology, vision care and orthodontic expenses.

Your ID card

The policy and ID numbers on your old card still work. See examples of both ID cards below. The numbers to use when signing in are highlighted in yellow in the samples below.

OLD

John Public
Policy Number: 123456
Identification Number: 1234567899
Pharmacy Carrier E1
Dental Carrier 000064

NEW

John Public
Policy Number: 123456
Identification Number: 1234567899
Pharmacy Carrier E1
Dental Carrier 000064

Questions? Call us:
Phone 604 419-2000
Toll-free 1 877 PAC-BLUE
pac.bluecross.ca

HOW TO REGISTER

Go to pac.bluecross.ca and click on Sign-in and Register for Access.

Enter your numbers

Enter your Policy and ID numbers from your Pacific Blue Cross ID card. You will also need an email address. Follow the steps to register.

• Enter the Policy and ID numbers exactly as shown on your ID card.
• You will be prompted to create a password, three challenge question answers and hints.
  1. Challenge question answers are not case sensitive.
  2. Passwords are minimum eight characters and are case sensitive.

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HOW TO SIGN INTO YOUR MEMBER PROFILE
Sign in at pac.bluecross.ca.
Click on Sign-in.

Enter your numbers
Enter your Policy number, ID number and password. Policy and ID numbers need to be entered exactly as shown on your ID card. Don’t have a new ID card? See Your ID card section on page 1.

Personal challenge question
Answer a personal challenge question. A temporary password will be emailed to you. Follow the link in the email to reset your password.

Having trouble signing in?
Forgot your challenge question answer?
Please contact us.

Forgot your password and your email address changed since you last signed in?
Without a current email address, you will not be able to retrieve the temporary password to reset your account. Please contact us.

Trouble viewing our website to access your Member Profile?
Our website works best:
• Mobile/Tablet: Safari 11 and Chrome 67.
• Desktop: Internet Explorer 11, Edge 40, Firefox 52, Chrome 63 and Safari 10.
• by ensuring your JavaScript and cookies are turned on.

If you are still having trouble, see Browser Requirements at pac.bluecross.ca/browsers for more information.