

## INTERIM FEDERAL HEALTH PROGRAM

### **Announcing – Electronic Claims Submission Service**

November 2011

Medavie Blue Cross is pleased to announce that, effective November 7, 2011, you will be able to submit all vision claims electronically through the Provider Web Portal.

The electronic claims submission service enables you to pre-determine client eligibility, submit claims with real-time adjudication and confirm the amount to be paid.

If you have not already registered for this service, please visit the secure Provider Web Portal at <https://provider.medavie.bluecross.ca> and complete the online provider portal self-registration form or contact our Customer Information Centre at 1-888-614-1880 or by e-mail to [CIC\\_Inquiry@medavie.bluecross.ca](mailto:CIC_Inquiry@medavie.bluecross.ca). Once the registration process is complete, you'll be provided with a Log On identification number and password.

The provider section of the web site also includes the most up-to-date version of the IFHP *Information Handbook for Health Care Professionals*, bulletins, claim forms, benefit grids, etc. The web site also enables you to advise us of any changes to your contact information.

Electronic claim submissions that include all required supporting documentation will be reviewed by an analyst before being processed.

The system will prompt you to complete all fields necessary to ensure your claims are processed quickly and efficiently.

Claims will be processed within the standards provided in the handbook and will be paid at the appropriate rate subject to the following exceptions:

- a claim submitted that does not follow the conditions outlined in the handbook will not be processed;
- a claim submitted at a date later than six (6) months from the service date is not eligible for payment; and
- a claim that does not otherwise conform to the Guidelines, including the Benefit Grid, is not eligible for payment.

If you have any questions or require more information about submitting your claims electronically, please call our Customer Information Centre at 1-888-614-1880.

Thank you for the ongoing care and service you provide to clients of the IFHP.

