

May 8, 2017

Dear Provider,

Effective May 15, 2017, we are transitioning the Interim Federal Health Program (IFHP) to our secure ePay Provider Portal. After this date you will be able to submit claims electronically and view payment summaries for all Interim Federal Health Program (IFHP) members. The ePay provider portal is currently active to provide services to Veterans Affairs Canada (VAC) clients and Canadian Armed Forces (CAF), Royal Canadian Mounted Police (RCMP) and Medavie Blue Cross members.

Registering for our ePay Provider Portal is easy:

- Go to: <http://www.medavie.bluecross.ca/register>
- Enter your information on the Account Registration screen
- If you know your Medavie Blue Cross approved **provider number**, please indicate it in the assigned field
- Click 'next step', then 'submit'
- You will be sent two emails, one that will provide you with your User ID and the other your temporary password. You will be prompted to update this temporary password when you first log in
- If you have more than one practice location, you will need to register for each location separately

Once you register for the ePay Provider Portal, you will have access to:

- Submit your claims electronically for IFHP (Interim Federal Health Programs), VAC (Veteran's Affairs Canada), RCMP (Royal Canadian Mounted Police), CAF (Canadian Armed Forces) and Medavie Blue Cross members
- Confirm IFHP client eligibility (available to IFHP only)
- Submit a pre-authorization request for a VAC or IFHP client
- View your provider guide and other important information
- View or download your payment summaries electronically

We value our relationships with health care professionals and would like to thank you for your interest.

If you have any questions or require more information, please call our Customer Information Centre at 1-888-614-1880 or e-mail CIC_Inquiry@medavie.bluecross.ca or visit our website: www.medavie.bluecross.ca/healthprofessionals

