

Saskatchewan Blue Cross Member Update

Supporting you through the portal and app transition

April 2025

We've recently upgraded our member portal and mobile apps to improve your experience. While many parts of the new system are working well, the rollout has caused unexpected issues for some members – including unexpected user errors, delays in claims payments, problems with direct billing, incorrect coverage messages, and difficulty reaching our Member Experience Centre. We're sorry for the disruption this has caused and are working hard to resolve these issues quickly.

We've resolved many of the core issues and continue to roll out fixes. While some challenges remain, stability is improving week by week.

The questions below reflect some of the most common concerns we've been hearing. They may not address every situation, but we hope they provide helpful guidance as we work through the remaining issues.

Please note that call volumes remain high as we manage outstanding concerns. We encourage you to review this information before contacting us directly.

What's going on with my claims?

Claims that are processed automatically (real-time adjudication) are working as expected. However, claims that require manual review are facing delays of up to three weeks or more. We've added more people to our team to process claims faster and are continuing to ramp up our efforts. To see the list of claims types that process automatically on eligible claims when submitted through the Member Portal or Apps, [click here](#).

Why can't I see my submitted claim online? Why hasn't it been paid yet?

If you've submitted a claim and haven't received a payment, it's likely still being reviewed. When your claim is processed automatically (real-time adjudication), it displays in your portal and app as soon as it is submitted. Claims that require manual review will appear in your portal and app as "submitted" once our claims adjudicators begin to review your claim file. You will see a one-time confirmation banner in the app or portal when your claim is submitted. We've also added a confirmation email that will be sent to you confirming receipt of all the following claims types: Ambulance, Dental, Drugs, Extended Health, Hospital, Health Spending Account, Personal Wellness Account and Vision.

I think I was paid too much or too little. What should I do?

Some members may see overpayments or underpayments due to data issues from the system transition. A dedicated team is reviewing all flagged discrepancies and will correct them. If you notice something that doesn't look right, you are welcome to email us at claimsupport@sk.bluecross.ca – our team is here to help. Otherwise, no action is needed from you currently - we'll reach out if more information is required.

Please be aware that your plan pays based on typical costs for services in your area, called 'reasonable and customary' amounts. If a provider charges more, you may need to pay the extra. We have recently made updates to some reasonable and customary amounts, including massage.

Why are wait times so long when I call?

We're experiencing higher-than-usual call volumes, and many of these inquiries are related to delays in claims processing – one of our top priorities to resolve – along with seasonal premium tax receipt issuances. We know how important these questions are, and we hope the information in this update helps address some of the concerns you may be calling about. Our team is working hard to respond to everyone, and we've increased staffing to help reduce waiting times. You can use our convenient call-back feature, which allows you to hold your place in the queue and receive a call back - available up to 3:30 p.m., email us through our [Contact Us](#) form, or access member self-serve resources [online](#). Thank you for your continued patience and understanding.

Why was I told I don't have coverage?

In rare cases, some members may have been incorrectly told they do not have coverage. If this has happened to you, we sincerely apologize. These errors are being actively corrected and should no longer occur.

Why won't my service provider accept direct billing?

We continue to see high volumes of successful claims process through our Pharmacy, Dental, Health and Vision networks, however some providers may be attempting to use your old ID card number, an old carrier ID, or an old Provider portal. We're actively helping them through this transition so they can resume direct billing soon. In the meantime, some members may be asked to pay out of pocket and submit claims for reimbursement.

If this happens to you, please let us know using our [Contact Us](#) form. Provider Relations continues to reach out proactively whenever we see any instances of unexpected rejections.

Why do I get a message asking me to use a different password when I register for the new portal or app indicating the password I'm trying to use may be compromised?

Our systems use a tool that prevents passwords that have appeared in data leaks outside our organization from being used in our systems. If you select a different strong password, you'll be able to register. If you use the password that you attempted to register with on any other websites, we do recommend that you update it everywhere. This error displays if the scanning tool we use during password setting has found the password you're trying to use listed as compromised in some way in association with the email address you're also using to register with us.

What's being done to fix things?

- We've already fixed many of the bugs that affected registration, access and claims submission.
- We're rolling out ongoing updates to improve the app and portal experience.
- We've added more claims processors and contact centre staff.
- We're working directly with providers to support direct billing.
- We're monitoring feedback closely to guide further fixes and improvements.

We're truly sorry that your experience hasn't met the standards you expect from us. We're working around the clock to make things right. It is our top priority. If you have an urgent issue, please reach out to our Member Experience Centre at **1-800-667-6853**. Our team is available Monday through Friday from 8:30 a.m. to 5:00 p.m.

Thank you for your continued patience.

Saskatchewan Blue Cross