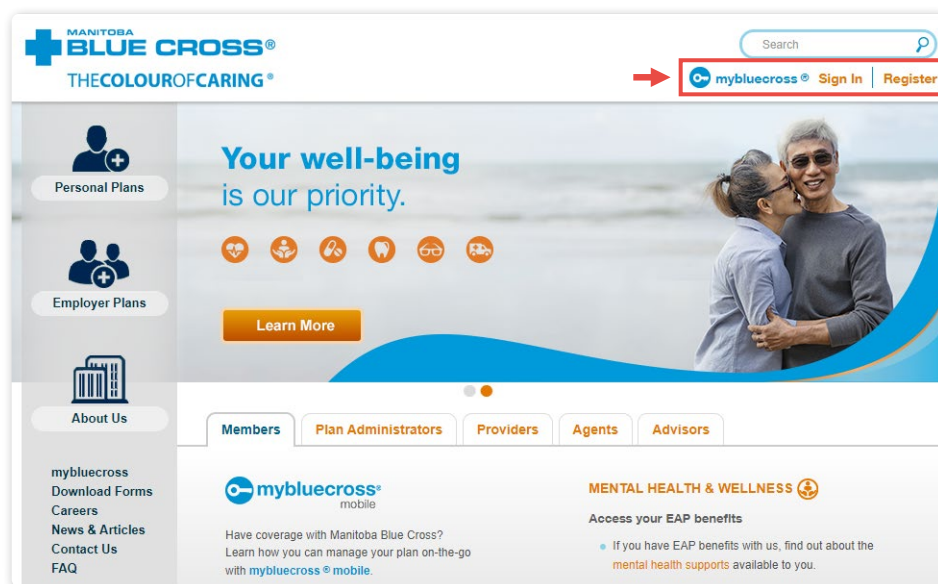




How to submit a claim in mybluecross®

Easier claims submission for members

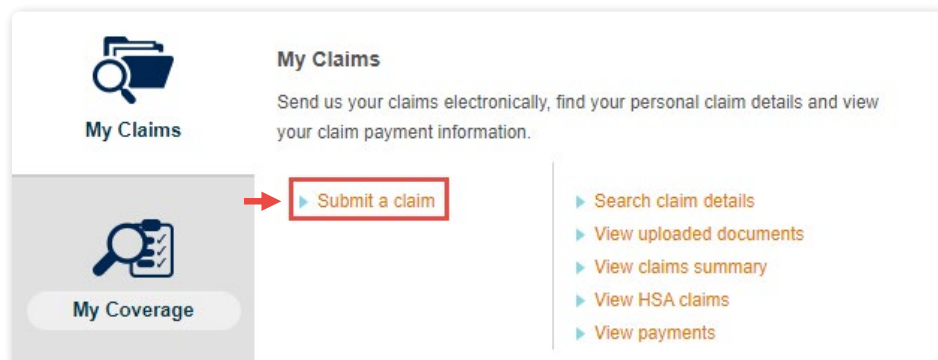
Visit mb.bluecross.ca and click **mybluecross®** on the top right side of the page. Log into your mybluecross account. If you do not have an existing mybluecross account, please register using the assigned numbers on your Manitoba Blue Cross ID card.



Submitting a Claim

Select **My Claims** on the left side of the page and select **Submit a claim**.

If you are not already receiving payments via direct deposit, you will be prompted to sign up for direct deposit prior to submitting claims online.



You'll be asked to complete the Claim Information questionnaire.

Click **Yes** or **No** to the questions and then click **Next**.

Claim Submission

Questionnaire Claim Type Service Recipient Expenses Summary

Claim Information

Is the service or purchase the result of an accident at the workplace? * ☐ Yes ☐ No

Is the service or purchase the result of a motor vehicle accident? * ☐ Yes ☐ No

Next Cancel

Select the type of expense you would like to claim. Some expenses require additional fields. Once you've filled in the fields, click **Next**.

Claim Submission

Questionnaire Claim Type Service Recipient Expenses Summary

What would you like to claim?

Claim Type * Extended Health

Expense Type * -- Select -- -- Select -- Product Service

Previous **Next** Cancel

Select who the claim is for.

Submit an Extended Health Claim

Questionnaire Claim Type Service Recipient Expenses Summary

Certificate	1234567	Claim Type	Extended Health
Client	1234	Service Recipient	JANE DOE
Member	JANE DOE	Relationship	Member

Who is the claim for? *

	Name	Birth Date	Relationship
☒	JANE DOE	Nov 09 1976	Member
☐	SARAH DOE	Sep 17 1980	Spouse/Common-law Spouse

Previous **Next** Cancel

If your expense is a prescription drug, vision service/product or an extended health paramedical service, you will be prompted to **Select a provider** and **Add an expense**. You will only be required to upload your receipt if your claim is selected for random audit or if you can't find your provider.

Enter or edit your expenses

▶ **Select a provider**

Previous

Next

▶ Cancel

Add an expense

Benefit *

-- Select --

i

Service Date *

YYYY-MM-DD

i

Billed Amount *

\$

i

Has a portion of this expense been paid by another policy or a government program? *

☐ Yes ☐ No

Other Plan(s) Paid

\$

i

Government Paid

\$

i

OK

▶ Cancel

If your provider doesn't appear in the search results, click **Can't find my provider** and upload your receipt to complete your claim.

Select a Provider

My Providers

Provider Search

Trouble finding your provider? Leave one or two fields empty to improve search results

Provider Type

Physiotherapist

▼

Provider Name

Street Name

i

City

Search

▼ Provider Name

Address

⌵ Type

No results found

→ **▶ Can't find my provider**

OK

▶ Cancel

If you are not directed to **Select a provider** and **Add an expense** you will be directed to our claim upload feature where you will be required to upload receipts and any supporting claim documents.

Click **Choose File**. Navigate your file explorer to select all documents related to your claim. Double click on the document or click open. The file name will appear next to **Choose File**. Once all the claim documents have been uploaded, review the **Authorization & Consent** and check the box. Finally, click **Submit Claim**.

Submit a Dental Claim

[Questionnaire](#) [Claim Type](#) [Service Recipient](#) [Expenses](#) [Summary](#)

Certificate	1234567	Claim Type	Dental
Client	1234	Service Recipient	JANE DOE
Member	JANE DOE	Relationship	Member

Upload your claim documents

Please upload your itemized receipt/invoice and any other documents related to this claim (e.g. prescriptions, referrals, etc.).

Choose File

No file chosen

Choose File

No file chosen

Choose File

No file chosen

Choose File

No file chosen

Choose File

No file chosen

Click "Previous" to make any corrections before submitting this claim.

☒ * I have read and understood the [Authorization & Consent](#). I confirm this claim is true and correct and that the service recipient is eligible for coverage per the agreement in place.

Previous

Submit Claim

Cancel

Upon successful submission of your uploaded receipt, you will receive the message below.

Results

 Your claim upload has been received.

For all inquiries related to this claim, refer to Reference Number 24991908.

What would you like to do next?

- [View uploaded claim documents](#)
- [Submit another claim](#)
- [Return to my homepage](#)

After submitting an online claim with receipts and supporting documents through mybluecross, you can access these documents by selecting **View uploaded documents** in the **My Documents** section of **My Account**.

My Documents

[Correspondence](#) [Prescriptions](#) [Pharmacare](#) [Claims](#)

Uploaded Claim Documents

[Refresh](#)

Documents you have uploaded during claim submission.

Date	Claim Type	Reference	File	
Dec 02 2019	EHB	20839885	AllTheBullets.PNG	
Nov 29 2019	EHB	20839885	IMG_20191129_153205.jpg	
Nov 29 2019	EHB	20839885	IMG_20191129_153205.jpg	
Nov 15 2019	Dental	20839885	IMG_20191115_141107.png	

Common Questions

- [Where can I find a summary of premiums paid?](#)
- [Do I need to submit a medical prescription?](#)
- [Why does Manitoba Blue Cross need proof that I have registered for Pharmacare?](#)
- [Why does my drug need to be approved by Pharmacare?](#)

Did you know?

- Drug Authorizations, Pharmacare Deductibles and Referrals can be uploaded in mybluecross. You can upload these documents by selecting **View uploaded documents** in the **My Documents** section of **My Account** and then select the document type you would like to upload.
- Dependent on your plan type, you can request an HSA payment in mybluecross. You can request these payments by selecting **Request an HSA payment** in **My Claims**. If the claim status indicates **Explanation of Benefits from other carrier required**, click it to add your Explanation of Benefits.
- You can upload supporting documents to a specific rejected claim. Select **Search claim details** in **My Claims**. Search for the rejected claim and click the magnifying glass to view it. Select **Submit documents for this claim** and upload the supporting documents.