

January 2014

INFORMING KEY STAKEHOLDERS ABOUT TOPICS OF SPECIAL INTEREST

## Enhanced Services and Tools for Our Members

As part of our ongoing commitment to provide a distinctive client experience for our members, we have made a number of updates and enhancements to make it easier for you to connect with us.

### Expanded Contact Centre Hours:

Effective November 12, we expanded the hours of operation in our contact centre to provide more flexibility for our members. We are now open from 8 am to 8 pm in Ontario, Quebec and Eastern Canada, Monday through Friday.. And, along with English and French, we are now able to serve our clients in more than 170 languages.

### Medavie Mobile 2.0

We added more functionality to our member app – Medavie Mobile – giving you access to more of your benefit information anytime, anywhere. Now, in addition to browsing coverage, viewing past claims, finding a health professional and submitting claims, you'll be able to:

- **Register and update your profile in the app** – You no longer have to visit the secure member site to register or update your profile – just grab your smart phone.
- **Forgot username or password?** No problem. You can retrieve your username and reset your password right from the app.
- **Sign up for Direct Deposit** – Sign up to have your claims reimbursements automatically deposited into your bank account, or update your banking information if it's changed.
- **Receive notification of when claims are processed** – Have you submitted a claim? We'll send you a notification when it's been processed.
- **Find health professionals who offer ePay** – Now you'll see health professionals who offer ePay – health professionals who submit your claims directly to us so you only have to pay any expenses not covered by your plan.
- **Share your ID card** – Do your spouse or children need a copy of your ID card? Now you can email or text it to anyone covered on your plan.
- **HSA information** – If your plan includes a health spending account, you'll be able to view and use your HSA balance.

Take a peek at a short [video](#) outlining all of Medavie Mobile's new features. The updated app is available in the Apple App Store, Android Google Play Store and coming soon to Blackberry World for BlackBerry 10

For more details visit our [interactive client enhancements page](#) or [medavie.bluecross.ca/app](#).