

Who do I contact?



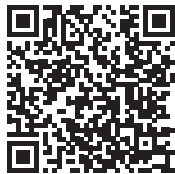
DIGITAL SELF-SERVICE: MEMBER SITE AND APP

Access these services 24/7 at www.ab.bluecross.ca or through our member app:

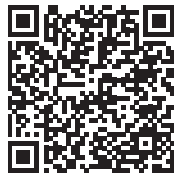
- View and download your ID card.
- Verify dependent information and dates of birth.
- Set up direct deposit.
- Submit and track claims.
- Add coordination of benefits.
- View claim history and benefits balances.
- Switch to electronic statements.
- Find direct bill and dental providers.

Get our app

App store



Google play



EMERGENCY TRAVEL ASSISTANCE (OUT OF COUNTRY)

Collect (Worldwide): 1-403-225-4289

Toll free (Canada and USA): 1-888-772-2583

Travel resources

- Travel coverage information:
www.abcrosstravel.ca
- Travel advisories:
www.travel.gc.ca/travelling/advisories

ALBERTA BLUE CROSS CUSTOMER SERVICE

Phone: 780-498-8000

Toll free: 1-800-661-6995

Hours: Monday to Friday, 8:30 a.m. to 5 p.m. MT

Contact for help with:

- Technical support for member site/app.
- Claims inquiries and status.
- Coordination of benefits setup.
- General benefit questions.

ORTHODONTIC TREATMENT PLANS

Email: OrthoTP@ab.bluecross.ca

OE955 HEALTH & WELLNESS TRUST OFFICE

Phone: 780-483-9550

Email: benefits@oe955.com

Address: 17603 114 Ave, Edmonton, AB T5S 2R9

Contact for help with:

- Your ID card, including:
 - Updates to personal information.
 - Requesting a new ID card.
 - Adding or updating dependent information.
- Changes to contact information (address, email, and phone).
- Life and disability inquiries.