

Your new ID cards

Alberta Blue Cross® has partnered with TELUS AdjudiCare to improve your claiming experience. With this enhanced TELUS partnership, you'll have access to the broadest range of direct bill providers in the country.

You'll find your new ID cards in here. Depending on what you're claiming or looking at online, you will use either your TELUS AdjudiCare card or your Alberta Blue Cross card.

Use your **TELUS AdjudiCare** card when accessing your:

- health benefits,
- drug benefits,
- dental benefits,
- vision benefits, and
- health spending account.

Show this card to your health care provider the next time you see them. Ask them to update or add your insurance information and whether they can direct bill TELUS AdjudiCare. If they have questions or issues, they can contact our provider line at 1-800-588-1195.

You can look online to see which providers offer direct billing before you make an appointment using the provider lookup tool on the TELUS member portal.

You should also refer to this card when signing in to the TELUS member site or app.

Use your **Alberta Blue Cross** card when accessing your:

- travel
- Balance®.

Be sure to take this card with you when you travel outside the country.

You should also refer to it when signing in to the Alberta Blue Cross member site or app.

By presenting these cards or Alberta Blue Cross ID number, I consent to the collection, use and disclosure of my personal information as described in the Alberta Blue Cross Privacy Policy at ab.bluecross.ca.



FREQUENTLY ASKED QUESTIONS

I can't see my spouse and dependents on my TELUS AdjudiCare card. Are they still eligible for benefits?

Yes. Your eligible spouse and dependents are still covered under your benefits plan. You can't see their names on the card, but they are listed on file. Your spouse and dependents can still show this card to providers and submit a claim.

How do I register for and use the TELUS member portal?

Starting July 4, 2022, you can use the TELUS member portal to view your benefits, manage your personal information, search for providers who offer direct billing and submit your own claims online. To register, have your TELUS AdjudiCare card handy and follow these steps:

1. Visit the TELUS landing page at **onlineclaimsaccess.net**.
2. Click **Register** in the top-right corner.
3. Fill out your information. Your group number and certificate number (client ID) can be found on your new TELUS AdjudiCare ID card.
4. After filling out all fields, click **Register** at the bottom.

You're done! You can now use the TELUS member portal to manage your information, find a direct bill provider, submit claims and more.

Only the primary cardholder can sign in to the TELUS member portal. At this time, a separate sign in for dependants is not available.

How do I register for and use the TELUS member app?

Starting July 4, 2022, you can use the TELUS member app to view your benefits, manage your personal information, search for providers who offer direct billing and submit your own claims online. To register, have your TELUS AdjudiCare card handy and follow these steps:

1. Search "My Health Benefits" in the App Store or Google Play. Click Register in the top-right corner.
2. The app will have a blue umbrella icon and "TELUS Health" will be listed as the developer.
3. Select **Get** (App Store) or **Install** (Google Play).

App store



Google play



If you have already registered via the TELUS member portal, open the app and enter your username and password to sign in. If you have not already registered, select the **Register Account** button in the bottom-right corner. Fill out your information. Your group number and certificate number (client ID) are on your new TELUS AdjudiCare card. When you're done, click **Sign Up** in the top-right corner.

Only the primary cardholder can log in to the My Health Benefits app. At this time, a separate sign in for dependents is not available.

How do I register for and use the Alberta Blue Cross member site and app?

If you have not used the Alberta Blue Cross member site before, you can register to manage your personal information and benefits.

Follow these steps to register for the Alberta Blue Cross member site:

1. Visit the Alberta Blue Cross website at **ab.bluecross.ca**.
2. Click the blue **Sign in** button and select the **Plan members** option.
3. Click the **Not registered yet?** link.
4. Fill out your information, then click **Next**.
5. Select **No** when asked if you have an existing account.
6. Create a new username and password, then follow the prompts to create your account.

Follow these steps to download the Alberta Blue Cross mobile app:

1. Search for "Alberta Blue Cross" in either the App Store or Google Play.
2. Select **Get** (for the App Store) or **Install** (for Google Play).
3. If you have already registered via the Alberta Blue Cross member site, open the app and enter your username and password to sign in.
4. If you have not already registered, click **Not registered?**
5. Fill out your information, then click **Next**.
6. Select **Yes** or **No** when asked if you have an existing account.
7. If you selected yes, fill out your username and password. If you selected no, create a new username and password. Follow the prompts to create your account.

How do I access my digital ID card?

Both TELUS AdjudiCare and Alberta Blue Cross offer digital ID cards that can be downloaded to your device by signing in to the applicable member portal or phone app. Alberta Blue Cross also allows you to add your ID card to your phone's digital wallet.

How do I change my direct deposit information?

Your direct deposit information cannot be changed through the TELUS member portal. To update your banking information, please log in to the Alberta Blue Cross member site. If you need assistance on how to do so, please call Alberta Blue Cross at 1-855-956-8643.

My coordination of benefits information has changed. How do I update that?

If your coordination of benefits information has changed (for example, in the case of marriage, divorce, or your spouse moving to a new employer), please call Alberta Blue Cross to update this information **prior to** submitting your claim through the TELUS member portal.

How do I update my address?

If you move or change your address, please contact the Operating Engineers Health and Wellness Trust.

- **Toll free in Alberta:** 1-800-222-6410
- **Phone:** (780) 483-9550
- **Fax:** (780) 483-1958
- **Email:** benefits@oe955.com

QUESTIONS? WE CAN HELP.

If you have questions that weren't answered, you can contact our dedicated bilingual support line at 1-855-956-8643.



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