


Alberta Blue Cross – internal projects

Services for plan members redesign: In development - To be launched in 2014

Reorganized content and menus based on user feedback. Built new templates for existing functionality. Built the css to be easily adapted to Responsive at a future date. Business is still debating Responsive design vs Native app.

Before



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MEMBER SERVICES

- Home
- Submit claims online
- Your claims
- Your benefits
- Forms
- Change password
- Reminder questions
- Your profile

ONLINE INFORMATION

... about your claims and benefits

Paperless statements


You have signed up for paperless statements.
Thanks for doing your part to reduce our impact on the environment!

Submit claims online

Enjoy the convenience of having your claims processed and reimbursed faster than ever.
[Click here](#) to submit eligible claims online today.

Need information for your tax return?

Check the claim summary in the "Your claims" section for totals of your claims.



Completed claim statements

| Statement number | Total amount claimed (\$) | Total amount paid (\$) | Benefit type | Date completed | View details |
|------------------|---------------------------|------------------------|---------------------------|----------------|----------------------|
| 33964387 | 414.00 | 253.70 | Dental | Apr 02, 2013 | View |
| 33837213 | 414.00 | 53.87 | Dental | Mar 20, 2013 | View |
| 33581512 | 106.08 | 100.00 | Wellness Spending Account | Mar 04, 2013 | View |

[View more statements](#)

Claims currently being processed

Can't find your claim? Please check the "Your claims" section of this web site.

| Claim number | Total amount claimed (\$) | Total amount paid (\$) | Benefit type | Claim status | Date submitted | View details |
|---|---------------------------|------------------------|--------------|--------------|----------------|--------------|
| There are no claims being processed at this time. | | | | | | |

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Services for plan members

[Home](#) | [Your benefits](#) | [Your claims](#) | [Your profile](#) | [Forms & ID cards](#)

Home

Welcome, Jane Doe

Jane Doe - ABC Benefits Corporation Group 201 (A) ID 123456-78

What would you like to do?

- [Submit a claim](#)
- [Find your next dental check-up date](#)
- [Sign up for paperless statements](#)
- [See if a drug is covered](#)
- [Check when you'll be eligible for glasses](#)
- [Print a receipt of your payments](#)



Your recent statements

| Statement number | Benefit type | Date completed |
|------------------|--------------|----------------|
| 28706446 | Dental claim | Oct 25, 2011 |
| 28265945 | Health claim | Sep 05, 2011 |
| 28265944 | Dental claim | Aug 27, 2011 |
| 28265944 | Dental claim | Aug 27, 2011 |
| 28265944 | Dental claim | Aug 27, 2011 |

[See more claims](#)

Your benefits

Your claims

- Dental
- Health
- Drugs
- Vision
- Health Spending Account
- Wellness Spending Account
- Benefit booklet

Your messages

It's time for your Wellness account allocation

[2013 Wellness Account allocation](#)

Forms and ID cards

- [Find a form](#)
- [Print an ID card](#)

Tools and information

Find a provider

who offers the convenience of

direct billing

[Search now](#)



Is your drug covered?

Use our online tool to find out!

[Look it up](#)

BLUE ADVANTAGE®

Your Blue Cross membership offers you special advantages!

[Learn more](#)



Your profile

- [Update your contact information](#)
- [Change how you receive statements](#)
- [Manage your banking information](#)
- [Change your password](#)
- [Print a receipt of your payments](#)

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ALBERTA BLUE CROSS Services for plan members


Home | Your benefits | **Your claims** | Your profile | Forms & ID cards


Your claims


Submit a claim
Jane Doe - ABC Benefits Corporation Group 201 (A) ID 123456-78


Choose the type of claim you'd like to submit
As benefit options vary depending on each individual or group, some of the claim types may not be available w
Please use a paper claim form for products or services that cannot be submitted online.


 **Drug**
What can I claim?

 **Health Spending Account**
What can I claim?

 **Health**
What can I claim?

 **Wellness Spending Account**
What can I claim?

 **Vision**
What can I claim?

 **Lifestyle Spending Account**
What can I claim?

Submit a claim

Your recent claims

Dental

Health


Direct bill drugs

Health Spending Account

Wellness Spending Account

Claim totals report

[Learn more](#)



Related links

- Check your benefits
- Submit a claim online
- Print a claim form
- Change how you receive your statements

FAQs

- FAQs and glossary

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Services for plan members

Your benefits

Dental

Jane Doe - ABC Benefits Corporation Group 201 (A) ID 123456-78

[What is my coverage?](#)

[What have I used?](#)

[When can I go for my next checkup?](#)

What is my coverage?

Last updated Jan 22, 2013 - 5:00 am MT

| Coverage | Payable at* |
|-------------|-------------|
| Basic | 100% |
| Extensive | 80% |
| Orthodontic | 50% |

| Plan maximums | |
|------------------------|---|
| Basic/Extensive | Combined maximum up to \$2,500 per person per benefit year (Jan 01, 2013 - Dec 31, 2013) |
| Orthodontic | \$2,000 per person lifetime (Age restrictions may apply**) |
| Extensive deductible | \$50 per contract per benefit period (Jan 01, 2013 - Dec 31, 2013). To date \$0.00 has been accumulated to your deductible. |
| Orthodontic deductible | \$50 per person lifetime |

Orthodontic deductible accumulated

Your plan pays according to the 2012 [Alberta Blue Cross Dental Fee Schedule](#)

* Your plan will pay a percentage of the maximum amount allowed by your plan fee guide. Some plans will have different percentages for some procedures.

** Some plans limit orthodontic services based on age. Please refer to your benefit booklet for details.

Decisions about treatment remain between you and your health care professional.

The information on this web site does not take into account updates that have taken place since the date indicated above and could include changes to your plan design. Your account must be in good standing for these benefits to apply.



Related links

- [Check your claim history](#)
- [Submit a claim online](#)
- [Print a claim form](#)
- [Change how you receive your statements](#)


FAQs

- [FAQs and glossary](#)

Member services secure sign in: Launched in April 2013

Incorporated sign in functionality to the public site. Simplified the sign in process.

Before



Home Site Map Products & Services About Us Our Offices


MEMBER SERVICES

- New registrant ▶
- Sign in
- Contact us

SECURE SITE ENTRANCE

Please choose one of the following options . . .

- [Register](#) — if you have not used this site in the past.
- [Sign in](#) — if you have already successfully registered for site access and have received a password from Alberta Blue Cross.



Home Site Map Products & Services About Us Our Offices

MEMBER SERVICES

- Register
- Sign in
- Contact us

Sign in

Sign in here if you have successfully registered for the site in the past.

Group number [Click for information](#)

Identification number [Click for information](#)

Note: Must be the *member's number*, including the dash and the *two numbers* after the dash, e.g. 1234567-33


Password [FORGOT your password?](#)

Note: For security purposes, your account will be locked after **five unsuccessful attempts** to enter your password. Please contact Customer Services for assistance if this occurs.


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After

Quick finder

- Home
- Find a plan
- Forms
- Claiming
- Careers
- About us
- Contact us



Member sign in

Group number ?


ID number ?

Remember me

Password

[Sign In](#)

[Not registered yet?](#)
[Forgot your password?](#)
[Contact us](#)

| Group plan members | Individual plan members | Individual travel plan members | Government-sponsored program participants |
|--|---|--|--|
| <ul style="list-style-type: none">Submitting your claimsForms | <ul style="list-style-type: none">Submitting your claimsForms and file updates | <ul style="list-style-type: none">Submitting your claimsForms |  <ul style="list-style-type: none">Submitting your claimsForms |



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Plan advisors redesign: In proposal stage - To be launched in the future

Reorganized content and menus based on Service for plan members decisions. Built new templates for existing functionality. Built as Responsive css as a demo.

Homepage before



Home Site Map Products & Services About Us Our Offices

PLAN ADVISORS

- Site overview
- Your groups
- Reports
- Forms
- Communication resources
- Update advisor information
- Change password
- Reminder question
- Frequently asked questions
- Sign out
- Contact us

SITE OVERVIEW

... content summary

Welcome, Example Advisor A

Example Consultant Company
Access Agreement number: 12345

The Plan Advisor site gives you access to:

- request and view group reports,
- update your contact information,
- view communication resources such as plan information and newsletters,
- view contact information for Alberta Blue Cross.

The brief descriptions below are intended to introduce you to some features of the site. For more information contact our sales team through the "Contact us" menu item on the left side of this screen.

Reports - Depending on a group's plan, you may view claims information, benefit analysis, experience reports and various profiles.

Forms - Standard Alberta Blue Cross forms for group administrators and plan members.

Communication resources - Information on various Alberta Blue Cross products and services including health spending accounts, BlueFlex marketing material, general information about drug trends, Alberta Blue Cross dental schedules, our individual plans and much more.

Update advisor information - Use this area of the Plan Advisor web site to change contact information and site access for you, or another individual.

Contact us - This link is available on every page throughout the site and provides you with a convenient way to send an e-mail inquiry to our offices. We'll respond within two business days.


***Downloading PDF forms and documents:**

It's easy to use the documents and forms on this web site. They have been saved in Adobe Portable Document Format (PDF), and can be viewed and printed using Adobe Reader.

[Website Terms of Use](#)

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The right care, for the right condition, at the right time... 

Give plan members peace of mind through access to the best medical minds in North America.

[Read more](#) about how group plan members with serious medical conditions can benefit from this new confidential service.

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[Home](#) | [Your groups](#) | [Reports](#) | [Communication resources](#) | [Advisor information](#) | [Your profile](#) | [Forms](#)

Home

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Mobile

ALBERTA BLUE CROSS® Plan Advisors

The Plan Advisor site gives you access to

Home
 Welcome, Example Advisor A
 Example Consultant Company - Access Agreement number: 12345

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The right care, for the right condition, at the right time... X-OPINION

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Intr@blue intranet- Launched in 2012

Updated to a newer version of Ektron CMS. Built new aspx templates using Visual Studio. Added weather, search, poll, calendar widgets, re-organized content, built slideshow.

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intr@blue

Home About us Departments Employee resources Events Library Teams and committees Workplace safety

Buy now, save now!
7 DAYS ADVANCE TICKET SALES
July 19-28
Get the details ▶

K-Days ticket sales Staff Assembly Corporate Challenge Amazing race RFL Row for Kids BBQ

News to Use
News to Use is now paperless!
[Read the latest edition >](#)

Introducing
Alberta Blue Cross welcomes all new employees.
[Meet our newest hires >](#)

Forms
Access Alberta Blue Cross claim forms.
[See claim forms >](#)

Benefits
[Health and Wellness Companion >](#)
[Member Services >](#)
[Total Package >](#)

Career Blueprint
Enrich your role, grow your career at Alberta Blue Cross.
[Create your career blueprint >](#)

Weekly chuckle
Laughter is the best medicine. Get your weekly dose!
[Read more >](#)

POLL OF THE WEEK
A wizard has transformed you into a unicorn. Is this awesome?

You

Yes.
 No.
 ...What?

[View the results of past polls.](#)

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Employee resources

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EMPLOYEE RESOURCES

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Your benefits

Benefit eligibility may vary depending on your employment status (permanent full-time, permanent part-time or temporary full-time). Check the [Member Services](#) web site for your claim details.

Do you have benefit or claim questions?

- Click [here](#) to find out where you should send your claim forms and who to contact with questions.
- Click [here](#) to e-mail a claim or benefit question. Please remember to include your name, ID number and a detailed description of your claim or inquiry.

Your benefits

As an employee of Alberta Blue Cross, you may have access to some, or all, of the benefits listed below.

- Dental benefits
- Health benefits
 - Prescription drugs
 - Extended health benefits
- Health Spending Account (HSA)
- Wellness Spending Account (WSA)
- Local Authorities Pension plan
- Employee and Family Assistance Program (EFAP)
- Group life insurance
- Dependent life insurance
- Accidental death and dismemberment (AD&D)
- Weekly Indemnity disability benefit (WI)
- Long-term disability plan (LTD)
- Educational assistance
- Transportation allowance

Blue Advantage

The Blue Advantage program allows Alberta Blue Cross plan members to save on medical, vision care and many other products and services offered by participating providers.

Health & Wellness Companion

New users - register for access to the Health & Wellness Companion.

Registered users - go directly to the sign-in page for access to this comprehensive online health risk assessment tool and health information resource.

[Click here](#) for more information about this new benefit.

Employee Referral Program

Alberta Blue Cross believes in hiring great people - like you. All employees are now eligible to participate in the **Alberta Blue Cross Employee Referral Program**.

Plan principles

As a health-oriented company, we tell customers we are "Part of Your Healthy Future." The same applies for the employees of Alberta Blue Cross. Our Alberta Blue Cross employee benefit plan was designed with choice in mind and includes a number of different programs and benefits which achieve the objective of optimal health for each employee, and for our company as a whole.

The plan's guiding principles are:

- shared ownership and accountability for health benefit programs
- affordable and reasonable cost for both you and Alberta Blue Cross
- tax savings for you
- universal protection for all employees
- innovative and responsive solutions to meet your changing needs

Last updated: January 9, 2013
Updated by: Eli Ritz, Corporate Communications
Information source: Human Resources

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