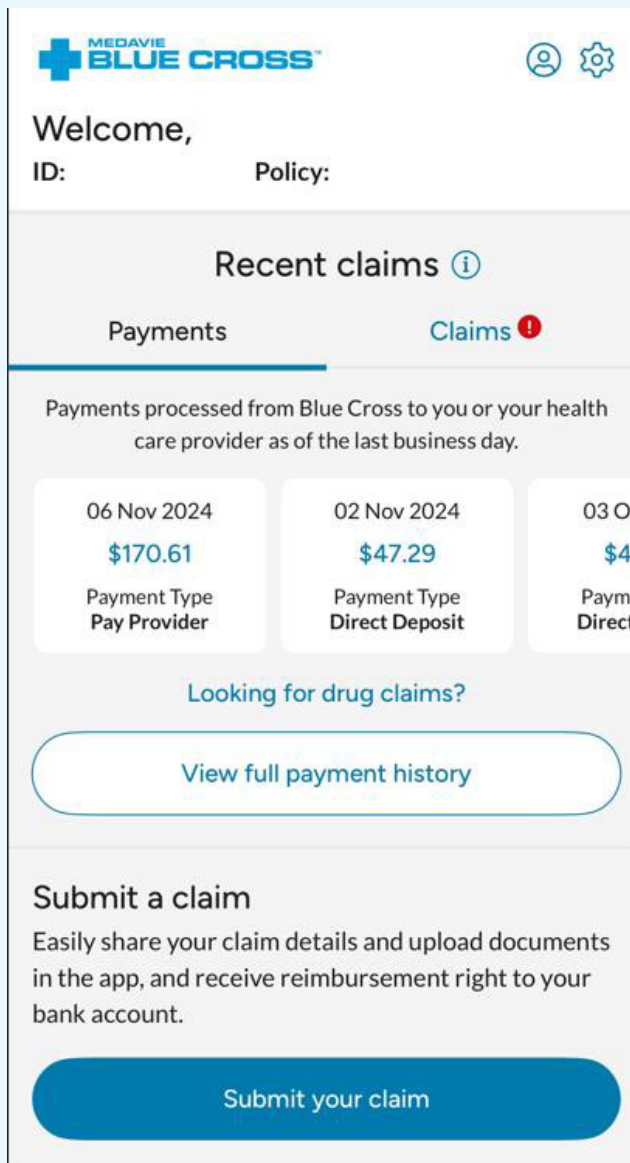


INSTRUCTIONS ON HOW TO SUBMIT A COMPLETED PRE-EXISTING OR PRE-AUTHORIZATION FORM THROUGH THE MEDAVIE BLUE CROSS (MBC) APP:

Log into your MEDAVIE BLUE CROSS MOBILE APP:

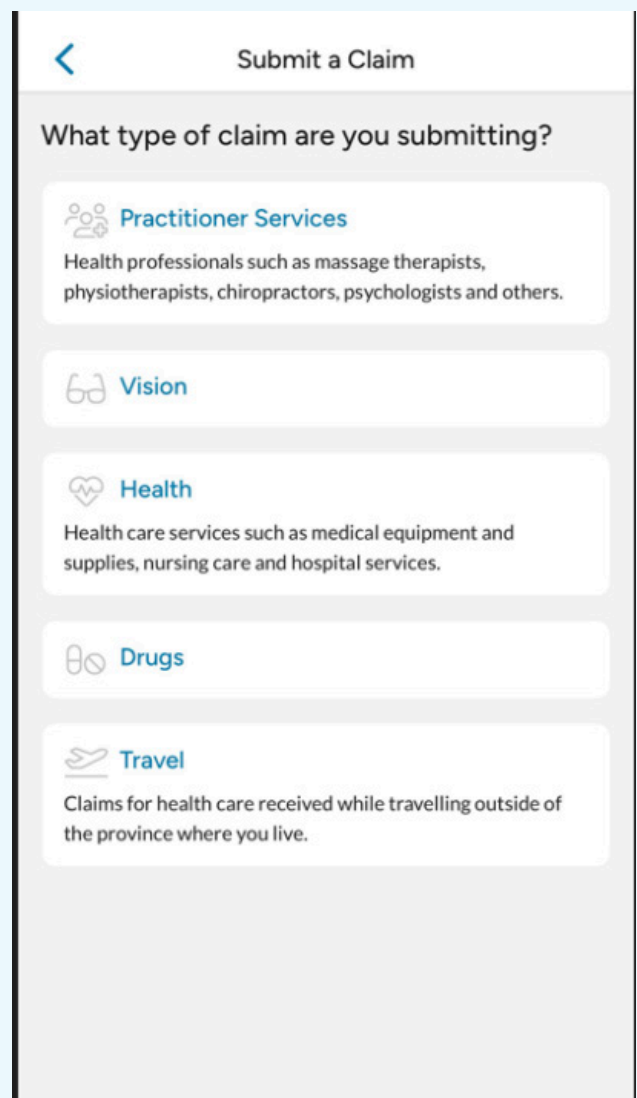
1. Log-in to your Medavie Blue Cross app and select Submit your Claim:



The screenshot shows the Medavie Blue Cross mobile app interface. At the top, there is a header with the Medavie Blue Cross logo and user profile icons. Below the header, it says "Welcome, ID: Policy:". The main content area is divided into "Recent claims" and "Payments". Under "Recent claims", there are two tabs: "Payments" (selected) and "Claims" (with a red notification icon). Below the tabs, there is a table of payments processed from Blue Cross to the user or their health care provider as of the last business day. The table has three columns for different dates: 06 Nov 2024, 02 Nov 2024, and 03 Nov 2024. Each row shows the date, the amount, and the payment type. Below the table, there is a link "Looking for drug claims?" and a button "View full payment history". At the bottom, there is a section titled "Submit a claim" with a description: "Easily share your claim details and upload documents in the app, and receive reimbursement right to your bank account." and a large blue button "Submit your claim".

Date	Amount	Payment Type
06 Nov 2024	\$170.61	Pay Provider
02 Nov 2024	\$47.29	Direct Deposit
03 Nov 2024	\$4	Direct

2. Next, chose Health: it will allow the claim to be directed to the appropriate MBC team: On the next screen, select I'm Ready:



The screenshot shows the "Submit a Claim" screen in the Medavie Blue Cross mobile app. At the top, there is a back arrow and the title "Submit a Claim". Below the title, there is a question: "What type of claim are you submitting?". There are four options, each with an icon and a description: "Practitioner Services" (with a person icon), "Vision" (with a glasses icon), "Health" (with a heart icon), and "Drugs" (with a pill icon). The "Health" option is selected. Below the "Health" option, there is a description: "Health care services such as medical equipment and supplies, nursing care and hospital services." At the bottom, there is a "Travel" option (with a plane icon) and a description: "Claims for health care received while travelling outside of the province where you live."

3. On the next screen, select I'm Ready:

Before you start

Submit a Claim - Health

Before you start...

- Do you have your itemized receipt handy?
- Do you have any other required documents you might need?
- Was your claim submitted to another insurer first?
- Is your claim from a Blue Cross-approved health professional?

I'm ready

4. Next, verify that your personal information is correct and press Next: Skip the subsequent questions by clicking Next. They do not apply for this situation:

Verify Information

Submit a Claim - Health

Is this your most up-to-date information?

Email @mail.mcgill.ca

Bank account for direct deposit

Account ****

Next

5. Next, enter today's date, select "Item not listed", write a short description, for example pre-existing form for upcoming surgery on dd/mm/yyyy and press Next

Claim Details

Submit a Claim - Health

Date of service

08 Nov 2024

Who is this claim for?

What is the claim for?

Item not listed

Please specify
e.g. "knee brace," "liver function test"

form

Next

6. Skip the subsequent questions by clicking Next. They do not apply for this situation:

Treatment for Accident

Submit a Claim - Health

Is this claim a result of an accident where a third party is involved or may have been at fault? For example, another driver or your employer.

Yes No

Next

Other Coverage

Submit a Claim - Health

Do you currently have any coverage under another insurance plan, even if it doesn't apply to this claim? (For example, a spouse's plan.)

Yes No

Is there any past coverage that recently ended?

Yes No

Next

Claim List

Submit a Claim - Health

Claim Details

08 Nov 2024

Other: form
[Edit](#)

⊕ Add another Health claim for any plan member

Next

7. Next, attach the completed pre-existing form or pre-authorization form and press Next:

The screenshot shows the 'Attachments' screen for 'Submit a Claim - Health'. At the top, there is a back arrow and the title 'Attachments'. Below the title is a progress bar and the text 'Submit a Claim - Health'. The main heading is 'Attach claim form and supporting documents', followed by instructions: 'Attach pictures of the required documents (such as itemized receipts, claim forms, prescriptions, or claim statements from any other carriers)'. A tip states: 'Tip: for best results, make sure your image is bright and sharp. Poor quality images, missing or invalid information could lead to delays.' A link 'What documents do I need to submit?' is provided. A dark blue bar at the bottom of the main content area shows '1 document attached' and an 'Edit' link. Below this is a gallery with one image of a document and a plus sign icon. At the bottom is a large blue 'Next' button.

8. You can add a brief comment and press Next.

The screenshot shows the 'Comments' screen for 'Submit a Claim - Health'. At the top, there is a back arrow and the title 'Comments'. Below the title is a progress bar and the text 'Submit a Claim - Health'. The main heading is 'Would you like to add any comments to your claim?', followed by two buttons: 'Yes' (selected) and 'No'. Below this is a 'Comments' section with the text: 'Please share anything else you think could help us process your claim. For example, you can note which plan member received what item on a receipt. We cannot reply to comments or questions submitted through this form.' A text input field contains the text 'pre-existing condition form'. At the bottom is a large blue 'Next' button.

9. Finally, you can click Submit to complete the submission of the form:

The screenshot shows a mobile application interface for submitting a health claim. At the top, there is a navigation bar with a back arrow on the left and the title 'Summary' in the center. Below the navigation bar, the text 'Submit a Claim - Health' is displayed above a blue progress bar that is approximately 75% full. The main content area is titled 'Claim Summary' and contains a white rounded rectangle with the date '08 Nov 2024' and the text 'Other: form'. Below this, the 'Attachments' section shows '1 document/image has been attached.' The 'Comments' section contains the text 'pre-authorization form'. At the bottom, there is a toggle switch for 'I agree to the Terms and Conditions', which is currently turned on. A large blue rounded button labeled 'Submit' is positioned at the very bottom of the screen.