

Summer 2017

CONNECTION BULLETIN

News and information for group benefit plan administrators from Alberta Blue Cross



Changes coming to the Alberta Blue Cross member web site

As of July 10, we'll be updating the sign-in process for the Alberta Blue Cross member web site. This will require that members complete the registration process again.

Why we're doing this

We've heard from members who've asked us to make the sign-in process more user-friendly, and that's what we're doing. While there won't be noticeable differences to the site content, members will notice changes once they've completed their registration again.

1. Members will no longer need to enter their group and ID numbers to sign in. They will be able to choose their own password and login ID to sign in to the Alberta Blue Cross member web site (as long as no one else has chosen it). They can even use an email address as their login ID if that's what they would prefer.
2. If members have more than one Alberta Blue Cross benefit plan, they will be able to use one login ID and password to view them all without signing in and out of multiple accounts. To view additional plans, members can go to "Your profile" and select "Manage multiple plans" from the drop-down menu, then enter the other plan's information. **Note:** members will only be able to access the updated site using Chrome, Firefox and Internet Explorer 11 and above.
3. After completing their registration, members will be able to access the same information as before. This includes banking information for direct deposit, claim history and how much of their benefit maximum they've already used.

Members will be able to use the same password as before, provided it meets our new security requirements. It must contain between eight and 50 characters and include at least one number and one letter. Passwords are also case sensitive and cannot be the same as their login ID.

This update will enable us to provide even more self-serve and security enhancements. We trust that members will find these improvements worth the minor inconvenience of having to register again. For more details, please visit our member web site.

Help your employees make the most of their benefits

Along with this issue of *Connection Bulletin* is the latest *For Your Benefit* newsletter, which is designed to help your group plan members make the most of their benefits. We encourage you to distribute *For Your Benefit*—which is also available as a PDF in the plan administrator's section of our web site under "Resources"—to your employees. You can save the PDF and email it to your employees or print hard copies as needed.

We welcome your comments about *Connection Bulletin* and *For Your Benefit*, and suggestions on topics for future issues. Please send your feedback to connectionbulletin@ab.bluecross.ca.

