

## Member convenience – claims submission enhancement

Expanding on member electronic claims submission functionality, we are pleased to announce the following service providers can now electronically bill Pacific Blue Cross on behalf of their patients:

1. Chiropractors
2. Physiotherapists
3. Acupuncturists
4. Naturopathic doctors
5. Podiatrists
6. Psychologists
7. Massage therapists
8. Optical stores/optometrists/ophthalmologists

Convenience features for plan members include:

- Members no longer need to submit claims
- Members know instant adjudication results at each visit
- Members are not out-of-pocket while waiting for reimbursement

Providers must register with Pacific Blue Cross and be credentialed with their applicable colleges or associations. As part of the registration agreement, providers must agree to stringent audit protocols.

All plan design rules currently in place will continue to be adhered to.

If you have any questions, please contact your account executive for more information.

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