

PROVIDERnet® Quick Start Guide



STEP 1 REGISTER

Register at service.pac.bluecross.ca/providerregistration.

Refer to the [FNHA PROVIDERnet Mental Health FAQ](#) to learn which practitioners are eligible to register.*

Ensure you have this information prior to registering:

- Provider office — Legal business name, address, contact information, unique email address.
- Practitioner — Provincial regulatory registration number, unique email address. If you are an independent practitioner and don't have an unique email address, you can use a fake email address in the format of firstnamelastname@email.com (i.e. patsmith@email.com).
- Primary administrator — Contact information for the individual who sets up direct deposit, views claims statements and may be submitting claims on behalf of practitioners for the provider office. This can be an office manager or front desk staff. Email addresses may be the same as the provider office email, but must be different than the practitioner email.
- Banking information for the provider office.

Review

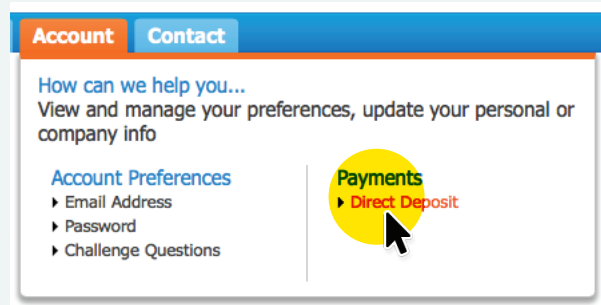
Pacific Blue Cross will review your information and approve or reject your registration.

Activate your account

Once approved, activation emails will be sent. Follow the instructions to set up your user account, challenge questions and password.

STEP 2 SET UP BANKING

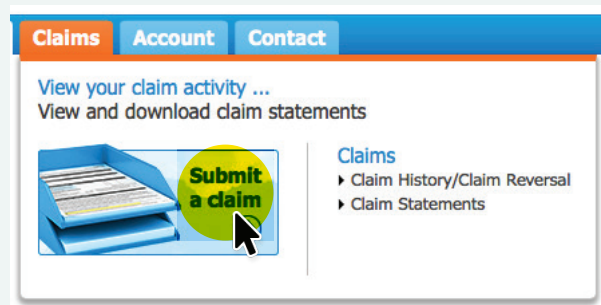
The primary administrator must set up direct deposit before submitting the first claim. Navigate to the *Account* tab and click *Direct Deposit*.



Ensure you have banking details. One bank account is required per provider office.

STEP 3 SUBMIT A PRE-DETERMINATION OR CLAIM

Navigate to the *Claims* tab and click *Submit a claim*.



Questions? We're here to help.

Phone 604 419-2000 **Toll-free** 1 877 PAC-BLUE

Website pac.bluecross.ca/PROVIDERnet

*Practitioners must be registered with their regulatory/licensing body in BC and approved by the FNHA.

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