

Health and Vision PROVIDERnet FAQ



What is PROVIDERnet?

PROVIDERnet is an online website where health and vision providers can submit claims electronically to Pacific Blue Cross on behalf of their patients.*

What are the benefits of using this service?

- Reduced credit card fees with direct deposit from Pacific Blue Cross
- Increased patient base as Pacific Blue Cross members seek providers registered for PROVIDERnet
- Convenience of real-time processing
- Fast, easy and secure
- Patient convenience and satisfaction

How does PROVIDERnet work?

PROVIDERnet allows you to submit electronic claims or check eligibility on behalf of your patients. The system is real-time and provides you with immediate confirmation which you can share with the patient at point of sale.

Getting help

The PROVIDERnet Quick Start Guide provides easy steps for registration, setting up banking, submitting and reversing claims. If you need more assistance with PROVIDERnet, please call us at 604 419-2000 or toll-free at 1 877 PAC-BLUE.

Registration information

Who is eligible to register for PROVIDERnet?

- Acupuncturists
- Chiropractors
- Massage Therapists
- Naturopathic Doctors
- Optical stores, Optometrists, Ophthalmologists
- Podiatrists
- Physiotherapists
- Psychologists

How long does it take to register?

The initial online registration takes about three minutes for one Practitioner. If you have multiple practitioners in your office, it may take longer. It is not necessary to submit more than one application. Once processed, you will receive an email confirmation with login information.

What is a Provider Office?

The Provider Office is the brick and mortar store for your business. For example, ABC Optical Store or 123 Physiotherapy Clinic.

What is a Practitioner?

The Practitioner is the person who provides the service. For example, Dr. John Smith ND or Jane Doe Physiotherapist.

*Excludes national Blue Cross plan members.



What is a Primary Administrator?

This individual can be the practitioner, front desk individual or office manager who works in the clinic. This individual is responsible for setting up direct deposit and submitting the electronic claims for themselves (practitioner) or on behalf of the clinic (front desk/office manager).

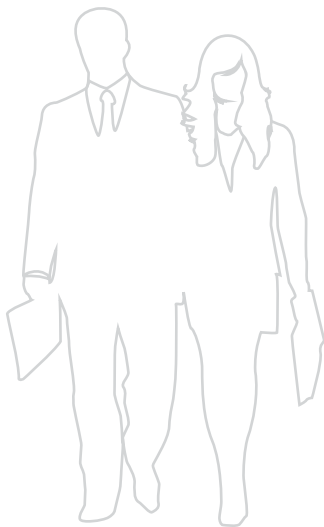
The Primary Administrator is also the only person who can view and download claim statements.

Are separate email addresses for the Provider Office and the Practitioner required?

Yes. The email address for the Primary Administrator may be the same as the Provider Office email, however the Practitioner email must be different.

What if registration is declined?

An email will be sent if registration is declined. The reason for the decline will be included.



Claim submission

Are claims processed the same day?

Yes, PROVIDERnet is real-time and the claim is adjudicated immediately.

Can I check eligibility for a patient?

Yes, submit an electronic claim for them using PROVIDERnet and then use the reverse function to reverse the claim.

Can I reverse a claim if I made a mistake?

Yes, claims can be reversed up to one year.

How long do I have to submit a claim electronically?

We recommend submitting the claim while the patient is in your office at the time the service is provided. You have up to one year to submit a claim. Coverage must be active in order to be eligible.

What are the coordination of benefits rules?

Pacific Blue Cross follows the Canadian Life and Health Insurance Association (CLHIA) guidelines for coordination of benefits. For details, see pac.bluecross.ca/pdf-bin/info/0601.02.004_COB-understanding.pdf.

Claim statement

A weekly email will be sent to the Provider Office email address when the claim statements are ready. Only the Primary Administrator can view and download claim statements.

Payment

How are claims paid when submitted using PROVIDERnet?

To help you save on credit card fees, payments are made weekly through direct deposit into your business bank account.

Payments may take up to three business days to be deposited into your account.

PROVIDERnet Quick Start Guide



1

Register at providernet.ca*

Eligible practitioners

- Acupuncturists
- Chiropractors
- Massage therapists
- Naturopathic doctors
- Physiotherapists
- Podiatrists
- Psychologists
- Optical stores, Optometrists,
- Ophthalmologists

Note: Practitioners must be registered with their regulatory/licensing body in BC.

Ensure you have this info prior to registering:

- Provider Office — legal business name, address, contact information, unique email address.
- Practitioner — provincial regulatory registration number, unique email address.
- 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.

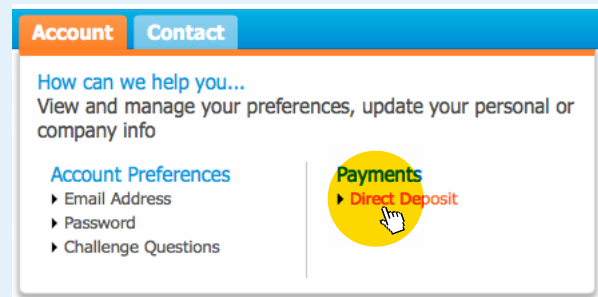
Activate your account

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

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*.



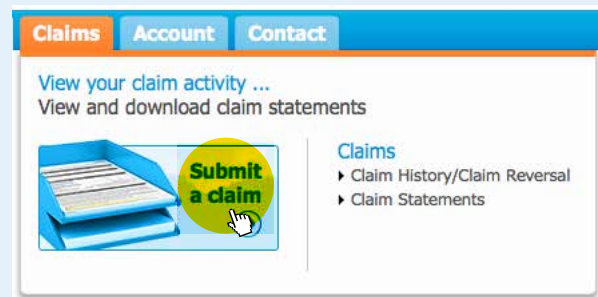
Ensure you have banking details:

- One bank account is required per Provider office.

3

Submit a claim

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



To check patient eligibility, submit a claim and then reverse it — see Step 4.

*Repeat steps 1 and 2 for multiple Provider offices.



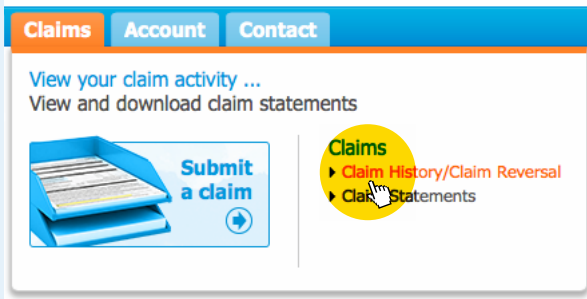
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Reverse a claim

If you want to check eligibility for your patient or if you have made a mistake on your claim submission, you can reverse the claim.

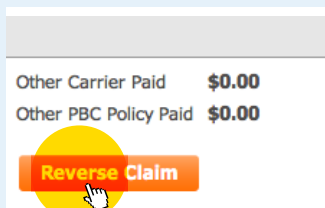
Reverse claim

Navigate to the *Claims* tab and click *Claim History/Claim Reversal*.



Search, View Details and Reverse Claim

Input your *Search Criteria* to locate the claim, click on the *Details*, then *Reverse Claim*.



Pacific Blue Cross ID cards look like this:



Excludes Ministry of Social Development and Poverty Reduction and national Blue Cross Members.

Note — If your patient does not have their ID card, they can view a copy on their Pacific Blue Cross Mobile App, or by logging into their Member Profile at pac.bluecross.ca.

Questions?

For claim, benefits, registration status and eligibility questions:

Customer Services 604 419-2000

Toll-free 1 877 PAC-BLUE