

# PROVIDERnet Quick Start Guide



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## 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 in about 10 business days.

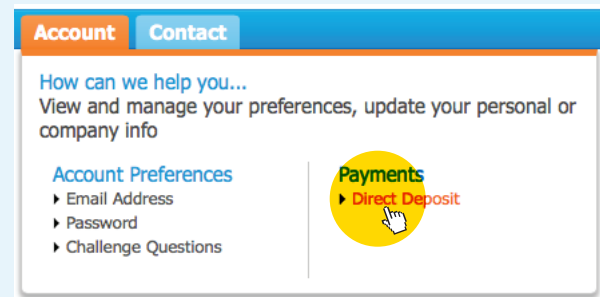
### Activate your account

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

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## 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*.



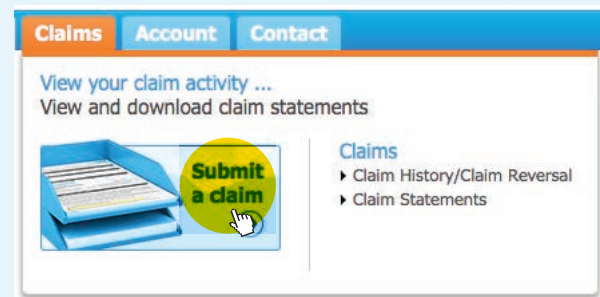
### Ensure you have banking details:

- One bank account is required per Provider office.

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## 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.



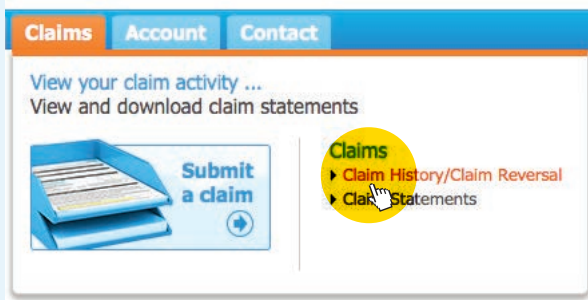
4

### 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.

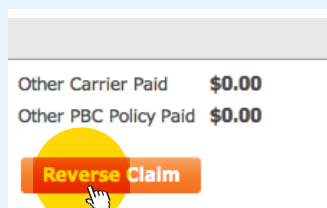
#### Reverse claim

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 Federal Administered Programs (Canadian Armed Forces, RCMP, Veterans Affairs Canada), Ministry of Social Development and Social Innovation and national Blue Cross Members.

Note — If your patient does not have their ID card, they can send a copy to their mobile device by logging into their Member Profile at [pac.bluecross.ca](http://pac.bluecross.ca).

### Questions?

For claim, benefits, registration status and eligibility questions:

**Customer Services** 604 419-2000

**Toll-free** 1 877 PAC-BLUE