






Giving you the power to find your own answers.



*"Convenience is just a click away"*






Manitoba Blue Cross and your employer are pleased to introduce the Manitoba Blue Cross customer e-service site. You can now access information about your benefit plan through the internet from home, work or anywhere in the world.

### Quick Access to:

-  **Plan Information** - check who you have listed on your plan or view other demographic information
-  **Benefit Details** – check on specific details of a particular benefit, or look at our glossary of terms to better understand benefits
-  **Benefit Eligibility** – check if a particular benefit is eligible and what you need to submit a claim
-  **Claim Information** – check current claims history for your health and dental claims (24 months of claims history available)
-  **Temporary ID card** – lost your card, the site provides you with the facility to print a temporary card – a message is automatically sent to Blue Cross to order a permanent card

### *Protecting your information is important to us. If you are using the customer e-service site we recommend the following:*

We encourage you to use Safe Computing Practices when using the site to protect your personal information. We also recommend if you are using a computer that is not your own such as at work, a library, internet café or other location you be familiar with the internet policies that may affect access to the internet. There are programs available that can track internet use to the keystroke level which could put your personal information at risk.

-  Pick a password that is difficult to guess by using a combination of letters and numbers (nothing obvious).
-  Memorize your password and hint question and don't tell anyone what they are.
-  Do not leave your computer unattended while logged on to the Manitoba Blue Cross customer e-service site.
-  Each time you access the Internet, your browser automatically saves a copy of the web pages you've visited therefore we recommend you clear your browser's cache after each session.
-  After you've finished on the customer e-service site log off using the "logout - link" on the top of the application. Then proceed to close your browser window, by clicking on the "X" in the top right hand corner of the screen.

**Register today for immediate access to information about your benefit plan!**

## Web Access to Your Benefit Plans

**Secure  
Easy to Use**

**Available  
When You Need It**

**24 hours a day  
7 days a week**

Take a tour and find out what customer e-service can do for you.

# General FAQs

- Q

Can I register for more than one contract?
- A

Yes, you can register more than one contract; however, they must be in your name. On the registration page there is an area that reads *“Do you have more than one contract number under your name?”* If you want to register additional contracts, you would click the YES button and enter all contract numbers you want to access through customer e-service. Only the subscriber can register for access to their contracts. If your spouse has their own contract, they must register for that contract separately.
- Q

Why am I not able to register?
- A

You may not be able to register for a number of reasons.
  - The information entered at the time of registration must match the information we have on file for you. Check your ID card for your personal information.
  - The contract number entered during registration must be active.
- Q

When I was logging in, I got a Windows message that read “Do you want Windows to remember this password, so that you don’t have to type it in again the next time you visit this page?” What should I do?
- A

When you sign in to e-service using your User ID and Password for the first time, your browser can remember this information. If you select ‘Yes’, you won’t have to type in your password each time you login. However, as the information contained within customer e-service is of a personal nature, and it is not intended for any one to view other than the subscriber, it is recommended that you select ‘No’.
- Q

After I have logged out why am I able to use the back button to see my personal information?
- A

Using the back button the Internet Explorer will allow you to see the pages you were in because they are stored by the browser (cached). However, these pages are no longer interactive. Should you try to select a function or go to another area of the page, you will be returned to the customer e-service login page.
- Q


Who do I contact if the information on my card is incorrect?
- A


To update the information on your ID card, contact your human resource or payroll office.


www.mb.bluecross.ca.


For more information please call 775-0151 or toll free 1-800-873-2583


## How to Register:

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Visit [www.mb.bluecross.ca](http://www.mb.bluecross.ca)
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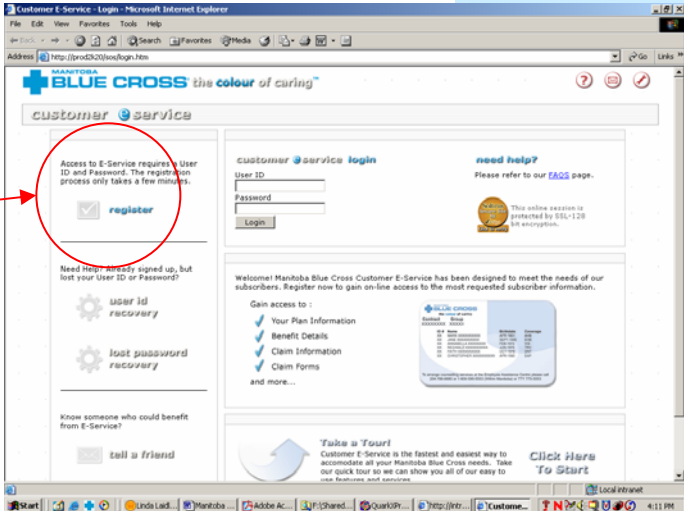
Click on customer e-service
- 

Click on register
- 

Create your own User ID & Password
- 

Log in

**Note:** Be sure to use a Hint Question you will remember. It is also important to enter your personal information exactly as it appears on your ID Card.



As with any web service, integrity and protection of information is very important to Manitoba Blue Cross. You can be assured all your information is kept safe and confidential. Register now at [www.mb.bluecross.ca](http://www.mb.bluecross.ca). Confirmation of your registration will be sent to your home address.

For more information please call 775-0151  
or 1-800-873-2583.