How to make a health claim

You can claim health expenses in several ways — pay direct, online, mail or in person.

If your plan includes pay direct drug claims, your pharmacist can submit the claim directly to Pacific Blue Cross.

For all other health claims, you can mail or drop off your claim and receipts to Pacific Blue Cross or submit claims online. Forms available at www.pac.bluecross.ca.

TIP 1 Before filling out your prescriptions, compare average per-pill prices at pharmacy locations in your area. Find drug savings at www.pharmacycompass.ca.

TIP 2 You may be able to claim any unpaid balance under another plan. Learn about coordination of benefits on our website.

Prescription drug claims with pay direct drugs

Step 1 Ask your pharmacist if pay direct drug claims are accepted. If not, you will need to submit your receipts to Pacific Blue Cross.

Step 2 Present your Pacific Blue Cross identification card. You can send a copy of your ID card from CARESnet to your mobile device.

Step 3 Your pharmacist will bill Pacific Blue Cross directly. You pay for any amounts not covered by your plan.

Submitting your health claim

Step 1 Visit your registered therapist, optometrist, pharmacist etc.

Step 2 The service provider bills you* and you pay for the cost of the product or service in full.

Step 3 Go to CARESnet to find out if online claims are available for this expense.

Step 4 If you cannot use online claims, mail or drop off your completed claim form and receipts to Pacific Blue Cross. Extended health care claim forms are available from our website. Ensure the form includes all necessary information including original receipts (make a copy for your files).

Step 5 Pacific Blue Cross reimburses you for the cost of the product or service in accordance with your plan’s policy.

* BC hospitals can bill Pacific Blue Cross direct when you request semi-private or private accommodation for acute care and the benefit is included as part of your extended health plan.

Submitting claims online helps to keep paper out of landfills and reduces carbon emissions produced by transportation of paper claims. It’s part of our commitment to reducing our carbon footprint.