



New ePay Service for Massage Therapists in Quebec

**Reduce work, promote your business and expand your client base
with ePay from Medavie Blue Cross**

On December 8, 2014 registered massage therapists in Quebec can access our new ePay system.

ePay is a quick, convenient way to do business and reduce timely paper work. Simply submit clients' eligible claims electronically and providers are paid directly to their bank account! The client only pays you the portion not covered by their plan.

ePay makes smart business sense – our members look for ePay providers!

To register for ePay:

- ✓ Visit www.medavie.bluecross.ca/register
- ✓ You will receive a new User ID and temporary password, in two separate emails, within **2 business days**

To submit your first ePay claim:

- ✓ Visit www.medavie.bluecross.ca/ePay

The attached **FAQ** addresses many questions you may have

If you have additional questions please visit our ePay website or contact our Customer Information Centre:

www.medavie.bluecross.ca/ePay

1-888-588-1212

(Mon – Thur 8 a.m. – 8 p.m. / Fri 8:30 a.m. – 8 p.m.)

inquiry@medavie.bluecross.ca

*ePay is compatible with the latest versions of
Firefox, Google Chrome, and Internet Explorer version 8 and higher.*





ePay FAQ

*for Health Care Professionals
submitting electronic claims to Medavie Blue Cross
updated 28 November 2014*

Q. How do I register for the ePay electronic claims submission system?

A. Simply go to www.medavie.bluecross.ca/register

Q. How do I log in to the ePay Electronic Claims Submission System?

A. Simply go to www.medavie.bluecross.ca/epay

Q. Where can I find more information on ePay Electronic Claims?

A. More information can be found in our ePay User Manual on our website at www.medavie.bluecross.ca/epay click on ePay Submission guide

Q. What do I need for technology to submit e claims on the ePay system?

A. The ePay system is compatible with all desktops and laptops. All you need a valid email address. No change to your current hardware is required.

Q. What Browser search engine should I use?

A. The ePay system is compatible with Google Chrome, Firefox and Internet Explorer version 8, 9 and higher.

Q. Can I use my IPad/ I phones, Blackberry, tablet, etc. to submit my electronic claims through ePay?

A. The technology is compatible only with a desk top computer or a laptop

Q. Why do I have to accept the Medavie Blue Cross Provider Electronic Claims Submission Agreement before submitting my first claim?

A. The Medavie Blue Cross Provider Electronic Claims Submission Agreement is a contract that informs you of Audit rights, Claims submission rights and important legal information. This serves to protect both parties of the contract. This contract is between Medavie Inc and the Provider of service. It is very important you become familiar with the contents.

Please note also that the agreement has been updated to provide great security for providers. The agreement is available on the log in page for review or printing.

Q. Why do I have to answer security questions when I log into the ePay system?

A. This is standard industry practice to help provide greater security for you to manage your own profile.

Q. I am having difficulty logging into the ePay system - who do I contact?

A. Please contact our Customer Information Centre as follows:



Quebec 1-888-588-1212 Monday to Thursday, 8: 00 a.m. to 8 p.m. local time Friday, 8:30 a.m. to 8 p.m. local time Email: inquiry@medavie.bluecross.ca

Q. I am having difficulty submitting a claim – who do I contact?

A. Please contact our Customer Information Centre as follows:

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Q. Where can I find out what Massage Therapy association is approved by Medavie Blue Cross

A. You can contact Customer Information Centre at 1-888-588-1212 Monday to Thursday, 8:00 a.m. to 8 p.m. local time Friday, 8:30 a.m. to 8 p.m. local time or simply send an email: inquiry@medavie.bluecross.ca

Q. I own a multi-disciplinary clinic, what other provider types can submit claims electronically?

A. Currently all Massage Therapists, Physiotherapists, Chiropractors and Vision Care providers can submit claims electronically

Q. Why is my association not recognized with Medavie Blue Cross?

A. Medavie Blue Cross reserves the right to accept or deny associations for certain group clients based on the specifications of their contracts. A member can determine if their group covers certain associations by contacting Medavie Blue Cross.

Q. Where do I indicate which Association I am registered with?

A. You can add this information in the Comments box of the Self Registration form.

Q. How do I register for Direct Deposit?

A. You can download the application form directly from our website by visiting www.medavie.bluecross.ca under the Health Professional and the ePay/Claims section. Simply fax it back to us at 506-869-9673 along with a voided cheque or simply email it to us at provider@medavie.bluecross.ca