



# special communiqué

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A periodic publication to inform key stakeholders about topics of special interest.

## Members -- Don't forget your card

Medavie Blue Cross members should ensure they always carry the most recent version of their card with them when visiting a pharmacy.

As a result of a recent quality assurance review, our system will be confirming all pharmacy drug claims using the member's date of birth in addition to their identification number starting June 1, 2011.

In the event there is a discrepancy between the information the pharmacy and Medavie Blue Cross have on file, members will be asked by the pharmacist to present their Medavie Blue Cross Identification card. If they don't have their card their claim cannot be processed by the pharmacy. Members will be required to pay for their medication out-of-pocket and seek reimbursement from Medavie Blue Cross either through mail or by visiting a Quick Pay® office.

The date of birth Medavie Blue Cross has on file is printed on the card. Cardholders can ensure the information Medavie Blue Cross has is correct by checking the birthdates of all plan members listed on their card. If they discover an error, it should be corrected as soon as possible.

Please see the attached PDF notice for you to post or provide to members to remind them to always have their card with them.