

the colour of trust®



Pacific Blue Cross

604 419-2600

Toll-free

1 888 275-4672

Fax

604 419-2990

Mailing Address PO Box 7000, Vancouver, BC V6B 4E1

Street Address 4250 Canada Way, Burnaby, BC



CanAssistance

Service provided through CanAssistance

This brochure outlines assistance offered by Medi-Assist Worldwide Emergency Medical Assistance. All provisions are subject to the terms and conditions of the group contract. Pacific Blue Cross assumes no liability for assistance services provided by Medi-Assist outside the terms and conditions specified in the group contract. Neither Pacific Blue Cross nor CanAssistance is responsible for the availability or quality of results of any medical treatment or for the failure to obtain medical services by any covered person.

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In Canada and the US call toll-free

1 888 699-9333

CanAssistance

Service provided through CanAssistance

Outside of Canada and the US contact an international operator and request a collect call to

604 419-4487

For plan and claims information, visit CARESnet at

www.pac.bluecross.ca



CanAssistance

Service provided through CanAssistance

Medi-Assist

Worldwide Emergency Medical Assistance

Name

Provincial health care number

PBC policy and ID numbers



Issued to members of Pacific Blue Cross. Non-transferable. Not valid if coverage is terminated.

Medi-Assist Worldwide Emergency Medical Assistance



CanAssistance



Medi-Assist

Worldwide Emergency Medical Assistance

Immediate, confidential help for any medical concern while travelling

Pacific Blue Cross (PBC), through Medi-Assist, provides assistance to members and their dependents who experience emergencies while travelling outside of their province of residence.

The Medi-Assist service does not pay your medical expenses, but it does provide the following:

- Notifies your insurer, Pacific Blue Cross, to facilitate claims payment
- Puts you in touch with qualified licensed physicians and medical services
- Connects you with qualified legal services
- Assists with lost baggage or stolen documents/money
- Arranges consular assistance and travel advice
- Assists with arrangement of repatriation of remains in the event of a death
- Helps to contact your family or business partners
- Assists with transfer of patient from one facility to another, or to return patient to province of residence

Payment of medical expenses may be delayed or refused if the member fails to contact Medi-Assist within 24 hours of the emergency.

How to contact Pacific Blue Cross

For information about what is covered by your plan, visit CARESnet at

www.pac.bluecross.ca

Pacific Blue Cross phone numbers

You can also call PBC for plan information and claim inquiries, weekdays 8 a.m.– 4:30 p.m. at **604 419-2600**

Outside the Lower Mainland call toll-free
1 888 275-4672

When and how to contact Medi-Assist

Call Medi-Assist within 24 hours of an emergency.

A customer service representative is accessible to you 24 hours a day, seven days a week. Assistance is provided in both French and English. Have your Medi-Assist card, a pen and paper ready.

Record these numbers on your Medi-Assist Card, so that you have them on hand when you call:

- Your Provincial health care number
- Your Pacific Blue Cross policy and ID numbers

Medi-Assist phone numbers

In Canada and the US call toll-free **1 888 699-9333**

Outside of Canada and the US contact an international operator and request a collect call to **604 419-4487**



The image shows a sample of the Medi-Assist service card. On the left, it features the CanAssistance logo (Service provided through CanAssistance) and the Medi-Assist logo (Worldwide Emergency Medical Assistance). Below the logos are input fields for 'Name', 'Provincial health care number', and 'PBC policy and ID numbers'. On the right, there is a photograph of a smiling woman with dark hair wearing a headset, representing a customer service representative.



This section provides contact information for Medi-Assist. It includes the Pacific Blue Cross logo and the BC Life logo. The text states: 'In Canada and the US call toll-free **1 888 699-9333**'. It also states: 'Outside of Canada and the US contact an international operator and request a collect call to **604 419-4487**'. At the bottom, it says: 'For plan and claims information, visit CARESnet at www.pac.bluecross.ca'. The CanAssistance logo (Service provided through CanAssistance) is also present.