

Hello,

As a valued client we want to share some information on the Canada Post labour disruption that is impacting mail delivery across the country. We understand this situation may create challenges, and we want to assure you that we are taking proactive measures to minimize the impact to our clients.

**If you have not yet used the [My Insurance portal](#), we strongly encourage you to register to ensure timely processing of your claim submissions.**

Through the My Insurance portal you can also:

- ☒ Obtain access to documents such as tax letters, prior claims history, and more
- ☒ Access your profile and view your coverage limits and other information regarding your plan
- ☒ Register for direct deposit for claims reimbursement to be automatically deposited into your bank account.

Additionally, to avoid delays and disruptions to your claim submissions, please consider the following tips when submitting your claim:

- Submit claims via the electronic provider network where possible. You can request to have your provider (pharmacist, massage therapist, physiotherapist, etc.) submit the claim on your behalf so you are not paying out of pocket.
- Where providers do not offer electronic submission, use the Medavie Blue Cross App or Member Service portal to submit claims online. Online claims are processed faster and sometimes automatically, which helps the process.
- Avoid resubmitting claims. When a claim is resubmitted, it will need to be processed twice to make sure it has been taken care of correctly.

As always, our customer care team is here to support in any time of need.

Thank you,

**Johnson Insurance**