



Here are the steps in a Weekly Indemnity (WI) claim process:

Steps

1 Paperwork

Complete and prepare employee, employer, and medical forms.

To apply for benefits, you and your employer will need to send us all completed forms to prepare for assessment.

Checklist of forms:

- ✓ Employee form
- ✓ Employer form
- ✓ Attending Physician's Statement
- ✓ Direct Deposit form

Please return completed forms through one of the options below.

Fax: **604 419-8055** or **604 419-8099**
Email: **wwforms@pac.bluecross.ca**
Address: PO Box 7000,
Vancouver, BC V6B 4E1

We may not be able to process your claim until we receive all your forms, so please don't hesitate to reach out if you need help.

2

Assessment

It may take up to 5 days to make a decision once we have all required information.

For substance abuse-related disabilities, please refer to page 2.



3

Payments to you

How much will I receive?

Payment periods depend on the arrangements made with your plan administrator. The amount payable also depends on your policy. Please consult your benefits booklet or ask your employer for more information.

When will I receive payment?

Weekly Indemnity amount owing will be paid bi-weekly.

4

Developing a plan

Finding you the right support

We will work with you, your physician, and your employer to guide you through your disability.

Whether that's rehab, a return to work plan or financial aid — we will ensure you get the right support, specific to your needs.



Southern Interior Health & Welfare Plan member package

We understand that every situation and individual is unique.

It can be difficult when you're no longer able to do everything you did before your accident or illness. We are committed to working with you to give you the tools and support you need to recover and live a healthier life.

Our goal is to help you navigate the health care journey and remove any barriers, so you feel confident being your best self.

Substance abuse claims process

Benefits for substance abuse-related Weekly Indemnity claims are paid on the first day of participation in a Pacific Blue Cross approved treatment program. Treatment programs must include:

- an assessment, a treatment plan, monitoring and follow up as determined by a Substance Abuse Professional (SAP)*
- participation in early rehabilitation services offered by Evergreen Management Society

Employees must return to work or participate in a return-to-work plan once the treatment program is complete. Exceptions apply.

*A SAP is firstly qualified as a licensed physician, licensed or certified social worker, psychologist, employee assistance professional, marriage and family therapist, or an alcohol and drug abuse counselor.



Employee Responsibilities

- Provide us with complete information, including completed claim forms with supporting medical documentation throughout your claim
- Actively participate in evaluations and telephone interviews with your case manager
- Let your supervisor or manager know how you are doing and provide updates on your progress
- Help to develop a return to work plan

Pacific Blue Cross Responsibilities

- Communicate openly and completely with you
- Conduct prompt and fair assessments
- Determine your ability to function in a workplace
- Work with you and your treatment provider to develop healthcare and return to work plans
- Partner with you, your physician, Evergreen and employer to ensure a safe return to work

Employer Responsibilities

- Provide accurate information to Pacific Blue Cross including insurance details and job information
- Keep open and continuous communication with you while you are away from work
- Be actively involved in helping you return to work

**Questions?
Give us a call or email us
for more details.**

Direct: **604 419-8040**

Toll-free: **1 877 722-2583**

Email: **wwforms@pac.bluecross.ca**

