



First Nations Health Authority
Health through wellness

How to activate your Member Profile

Did you know?

You do not need to activate your Member Profile to claim your benefits. Simply show your Status Card to dental, vision and medical supplies and equipment providers.

If you are already covered by a **group benefits plan** administered by Pacific Blue Cross, instead of activating your FNHA profile, sign in or activate your Member Profile using your group plan's Policy and ID number. You should be able to see both your group plan and FNHA Policy 40000 in your profile.

What is your Member Profile?

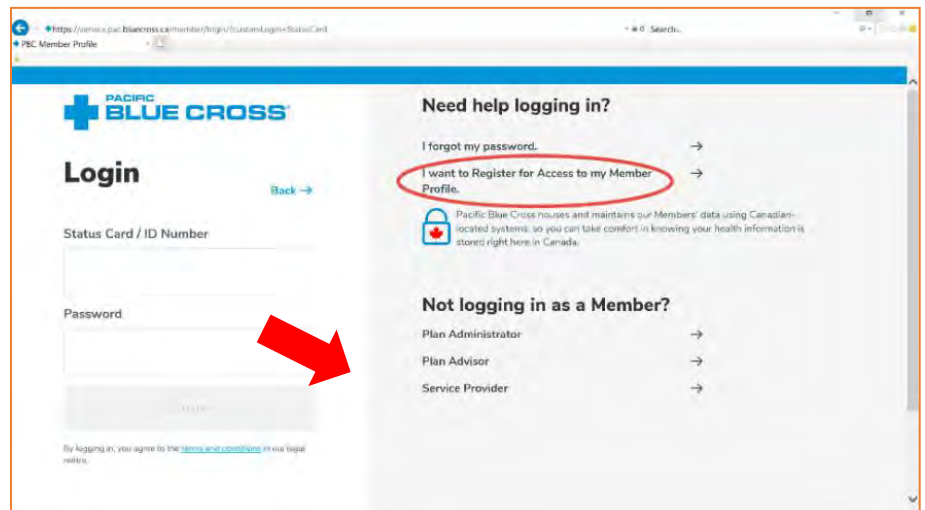
As a client of the First Nations Health Authority (FNHA), you automatically get a Pacific Blue Cross Member Profile as part of our Health Benefits Program. Your profile is unique to you. Your Status Number doubles as your Pacific Blue cross Member ID number.

You can sign in to your Member Profile any time to:

- look up your dental, vision and medical supplies and equipment benefits
- keep track of how much you've claimed for each benefit
- submit claims online
- set up direct deposit payments to your bank account
- print or email a copy of your Pacific Blue Cross Member ID card
- find vision care providers who offer direct billing

Getting started

Go to pac.bluecross.ca/fnhaclient and click **I want to Register for Access to my Member Profile:**



Follow the same steps to activate your child's Member Profile.

If your child is over 18 months of age but too young to activate a Member Profile, create a profile by entering your child's:

- Status Number
- first and last name
- birthdate

Enter your email address as the contact. A child under 18 months of age will appear in your Member Profile as a dependent.

How to activate your profile

Enter your Status Card Number. Click Continue.

Then, type in your:

- first and last name on your Status Card
- contact email address
- birthdate

Next, choose 3 security questions and answers. Pacific Blue Cross will ask these to confirm your identity if you forget your password. Choose a hint for each one, in case you need help to remember the answer.

Question	Answer	Hint
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>


- ☑ Check the first box if you want to subscribe to the Pacific Blue Cross Member newsletter (optional). If you leave this box blank, you will still receive important emails about your account and claims confirmations.
- ☑ Click on the second box **I accept the User Agreement and Privacy Policy** (required).
- Click on the blue button **Register for Caresnet**.

By checking this box, I consent to receive emails about healthy service, savings and coverage from Pacific Blue Cross. These emails are sent out to Pacific Blue Cross Members and include valuable savings along with information on Pacific Blue Cross benefits, insurance offerings, health information and our community initiatives. You can withdraw your consent and unsubscribe at any time.

I accept the **User Agreement** and **Privacy Policy**.

CANCEL
REGISTER FOR CARESNET

If you see the box below, congratulations! You've now activated your Member Profile.



Register for your Member Profile

You have successfully registered for CARESnet access.

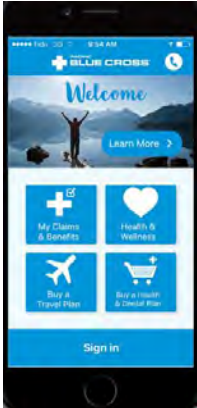
A temporary password has been emailed to you. You must use this temporary password the first time you sign in to CARESnet.

Please close this window and sign into CARESnet when you receive your temporary password.

CLOSE

Next step: create your personal password

**Something not working?
Call us at 1.855.550.5454**



Did you know?
You can also activate your Member Profile on the Pacific Blue Cross mobile app at pac.bluecross.ca/mobile.

Create your new password

Check your email account.

- You should see an email from Pacific Blue Cross with the subject line **Activate your Member Profile**.
- Click on the temporary password link to go back to the Pacific Blue Cross member sign-in page.
- Type in your Status Card number and click the **Login** button to choose your new password.

Choose a strong password

Your new password:

- must be between 8 and 255 characters long
- can include any combination of letters, symbols and numbers EXCEPT the following: <, > .

Click **Login with your new password**.

Congratulations on activating your Member Profile. Click on the Account menu and follow the steps to print your ID card or sign up for direct deposit.

