

Hi Charlie & Bob,

Some members might be having problems with medical claims using the white Manulife card we all received. I had a call from Bill Morris, who experienced problems and advised me not to use the card until Manulife sorts out the problem. I did use the card and this was my experience, which might be of interest.

-The first time I presented the card on Aug 16/18 I understand the deductible was applied again. (A new year?) I paid 39% of one prescription and 20% of the next.

- The second time on Sept. 11th the Pharmacist told me they have my third party info on file, but the claim was denied. She suggested I call BC Pharmacare at 1-800-663-7100 for my Pharmacare Registration number, then call Manulife at the number on the back of my card (1-800-268-6195) and give them my Pharmacare number. I did as suggested. The lady at Pharmacare guessed immediately that I was having problems with a third party extended health provider, gave me my registration # and said she would confirm it by mail because insurance companies are asking for proof. I was told by Amanda at Manulife (Call Centre?) that now my file has been "updated" and I will have no problem with claims. When asked, Amanda also said I could process the denied claim on line as we formerly did.

If others are having problems, this might be helpful.

Cheers,
Hector