This document describes how to sign up for a Pacific Blue Cross (PBC) account to access UBC Alma Mater Society healthcare benefits. With the PBC website, you can claim your benefits and refunds for healthcare, including therapy. You can set up direct deposit on this website.

Note that this process is valid for claiming other health benefits too with the UBC AMS Health Plan! If you have any questions, you can visit the office in person, which is located in the Nest (directions here: https://studentcare.ca/plan/en-CA/UniversityofBritishColumbiaAMSGSS/assistance-centre)

1. Sign up for a Pacific Blue Cross account here: https://service.pac.bluecross.ca/member/login/
    - Website detailing therapy benefits: https://studentcare.ca/rte/en/UniversityofBritishColumbiaAMSGSS_Health_HealthCoverage_HealthPractitioners_Psychologists
    - UBC's PBC policy number: 43979
    - Your student ID is your ID number
    - More information: https://www.ams.ubc.ca/support-services/health-dental/
2. Set up direct deposit to your bank account.
    - Login to your PBC account
    - Select Account (upper right corner) → Bank/Direct Deposit
3. After your therapy session, you should receive a receipt with the provider's official identification number (registered clinical counsellor number). Keep this receipt, you may be asked to provide it to claim your benefits.
4. Log onto PBC and click "Submit Claims and Forms" on the right side of the webpage.
5. Fill in the information to claim your benefits.

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