

## Medavie Blue Cross Temporarily Closes MSI Reception Office in Dartmouth to In-Person Visits

**March 13, 2020**

**Dartmouth, NS** – As a precaution to prevent unnecessary risk of coronavirus (COVID-19), Medavie Blue Cross has decided to temporarily close the MSI reception location at 230 Brownlow Ave in Dartmouth to the public. The reception location will be closed to in-person visits as of Monday, March 16.

For **Health Card** inquiries, a secure drop box and envelopes will be available in front of the reception area to submit renewals or applications. Residents should ensure their Health Card Number and contact information is included inside the envelope.

The customer service centre remains available to residents for inquiries and to access services.

### **Health Card Registration:**

By phone: 1-800-563-8880 Monday – Friday between 8am-5pm AT.

By email: [msi@medavie.ca](mailto:msi@medavie.ca)

Those with **Seniors' or Family Pharmacare** related inquiries should use the secure drop box and envelopes provided to submit renewals, applications, payments or claims. Residents should ensure their Health Card Number and contact information is included inside the envelope.

If seniors need to make a payment for their Seniors' Pharmacare, they can do so in the following ways:

- At their bank (bring your invoice and Health Card Number with you)
- Through their online or telephone banking (your Health Card Number is your account number)
- Detach and return the bottom portion of their invoice for payment with credit card or cheque by mail or to the secure drop off box

For residents who are unable to pay using the above methods, please contact the customer service centre using the information below.

The customer service centre remains available to residents for inquiries and to access services.

### **Seniors' Pharmacare:**

By phone: 1-800-544-6191 Monday – Friday between 8am-5pm AT

By email: [SeniorsPharmacare@medavie.bluecross.ca](mailto:SeniorsPharmacare@medavie.bluecross.ca)

### About Medavie Blue Cross

Medavie Blue Cross is a premier all-in-one carrier that provides health, dental, travel, life and disability benefits, and administers various federal and provincial government-sponsored health programs. Together with Medavie Health Services, we are part of Medavie, a health solutions partner committed to improving the wellbeing of Canadians.

We are one of Canada's Most Admired Corporate Cultures and recognized as an Imagine Canada Caring Company. As a not-for-profit organization, we are proud to commit an annual social dividend to the Medavie Health Foundation to support programs and initiatives aimed at addressing some of our country's most pressing physical and mental health care challenges.

### Media Contact

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