



**Subject: Update your mailing address with Medavie Blue Cross to receive your new Emergency Medical Travel card**

Dear colleagues,

We are pleased to announce that, **beginning April 1, 2026**, Medavie Blue Cross will become UNB's new benefits provider for emergency medical travel.

Emergency medical travel coverage protects you from **unexpected** medical costs should you require emergency care while travelling outside your home province and Canada.

**Important transition information:**

- Beneva (SSQ) will continue to be your provider until April 1, 2026. If you are travelling and have an emergency medical situation prior to 11:59 p.m., Tuesday, March 31, 2026, contact Beneva/AXA:
  - o 1-866-783-9473 (toll free from U.S.A. and Canada)
  - o 1-514-285-8195 (from outside U.S.A. and Canada, call collect via operator—don't forget to dial the country code "1-514" before the telephone number)

**Active claims:** If you have an active claim with Beneva/AXA that occurred before April 1, 2026, you will continue to work with Beneva and AXA.

If you are travelling and require emergency medical care **after** 12:01 a.m., Wednesday, April 1, 2026, please contact CanAssistance, Medavie Blue Cross' Worldwide Travel provider.

- o 1-800-563-4444 (Canada and USA)
- o 1-506-854-2222 (call collect anywhere else in the world)

This information can also be found on the back of your new card once received.

### **New Medavie Blue Cross ID card**

Watch for your new Medavie Blue Cross ID card that will be mailed out mid-March, which you will use whenever you require eligible services under your travel plan.

Please check that your **mailing address is up to date** on the [Medavie Blue Cross App](#) or the [Member Services Site \(MMS\)](#). If updates are required, please reply to this email or email Sherri Robichaud [sherrir@unb.ca](mailto:sherrir@unb.ca) with your updated address and she can update your account to ensure you receive your new card prior to April 1, 2026.

For a digital ID card, please refer to the Mobile App or the MMS anytime beginning April 1, 2026.