Frequently Asked Questions

1. **What are my language options for completing the online Medicare Application form?**
    - Medicare applications are available in English and French. As needed, we recommend you seek someone who can assist you in either English or French to complete the application form.

2. **What should I do if I have questions about eligibility, required documentation and the Medicare online application process?**
    - For more information on eligibility click here
    - For more information on required documentation click here
    - Or contact SNB teleservices at 1-888-762-8600

3. **What should I do if I am having technical issues and problems submitting my application online?**
    - Please contact Service New Brunswick teleservices 1-888-762-8600

4. **What should I do if I do not have all my required documentation and want to apply?**
    - You cannot apply until you have gathered all the required documentation.

5. **What is the benefit of applying for a Medicare health coverage online?**
    - Decreased processing times as Medicare staff receive all required documentation upon submission, enabling a faster turn-around time in receiving your Medicare card.

6. **Which electronic devices can I use to access the online Medicare application?**
    - Personal Computer
    - Macintosh (Apple)
    - Tablet
    - Mobile

7. **What type of format does my supporting documentation need to be in?**
    - PDF (Portable Document Format- Adobe Acrobat)
    - JPG (digital image or a photo of a document that you have taken)
    - PNG (Portable Network Graphic)
    - GIF (graphic interchange format)
    - BMP (bitmap image file)

8. **How does information remain safe and private when uploading and submitting the required documentation?**
    - The information on this form is being collected directly from you or your legal representative and will be used by the Medicare Registration and Eligibility Team as authorized by the *Medicare Services Payment Act,* the *Right to Information and Protection of Privacy Act* and the *Personal Health Information Privacy and Access Act* to process your application.
    - If you have any questions about the collection, use, or disclosure of this information, please contact the Department of Health Corporate Privacy Office at cpobpvp@gnb.ca

9. **I submitted my application, but I think I made a mistake, what do I do?**
    - Please contact Service New Brunswick teleservices at 1-888-762-8600.

10. **I submitted my application but I'm not sure if it was received, should I submit again?**
    - Please submit your application only one time.
    - If you have not received a confirmation email and have checked your junk/spam folder, please contact Service New Brunswick teleservices at 1-888-762-8600.
    - If you have received a confirmation email but have not received any correspondence after 8 weeks, please contact Service New Brunswick teleservices at 1-888-762-8600.

11. **How long will it take to process my online application once submitted?**
    - Once your application is received, please allow 10 to 12 weeks for processing time.
    - If your application is approved, you will receive an eligibility letter in the mail with your Medicare number and expiry date. Your Medicare card will follow in 2-3 weeks.
    - If additional information and/or documentation is required, you will receive a letter in the mail.

12. **Can I update my address, renew my Medicare card or make other changes online?**
    - Currently, you cannot update or make changes to your Medicare information or renew your Medicare card online. Some individuals may be able to update their address online here. Please click here for more information on how to make changes, renew or update your address.