

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 up to 4-6 weeks 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.