

# the optical Benefact



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A BULLETIN FOR HEALTH SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

## Recognizing the role of providers in preventing fraud and plan abuse

The overwhelming majority of Alberta Blue Cross customers, health service providers and suppliers are honest and ethical in their dealings with Alberta Blue Cross. As a result, health care fraud and benefit plan abuse is rare. However, as it sometimes does occur, Alberta Blue Cross has a policy of zero tolerance toward any fraudulent abuse of the benefit plans we administer on behalf of our customers.

While the topic of health care fraud and plan abuse is a sensitive one, Alberta Blue Cross recognizes that health care service providers play an important role in the detection and prevention of health care fraud and plan abuse. Health care service providers along with consumers and plan sponsors, are often the first line of defense in battling health care fraud and plan abuse.

To educate both providers and customers about their role in the detection and prevention of health care fraud and plan abuse, Alberta Blue Cross undertakes communication on an ongoing basis about this important topic. This communication includes a brochure about health care fraud and plan abuse, which is enclosed for your

reference, a page on our Internet web site at [www.ab.bluecross.ca](http://www.ab.bluecross.ca) providing information about this topic, and articles in newsletters to individual health plan customers, employer group plan administrators and service providers.

At the same time, we provide convenient ways for anyone who suspects potential health care fraud or plan abuse, or any improprieties which may include fraudulent activity, to contact us. This includes a toll-free fraud hotline and special e-mail address. The hotline number is

1-866-441-8477, and the e-mail address is [fraudtips@ab.bluecross.ca](mailto:fraudtips@ab.bluecross.ca). All information provided through the hotline and e-mail address is kept strictly confidential, including caller identities. Suspicions of fraudulent activity may also be reported anonymously.

We appreciate the ongoing diligence of optical service providers in this area, and encourage you to contact us at any time should you have any questions or concerns about health care fraud or benefit plan abuse.

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## Alberta Employment and Immigration (AEI) claiming reminder

For AEI clients, a number of optical providers have been requesting approval to cover frames—prior to the next eligibility period.

Please remember that for AIE clients the frequency of providing and dispensing ophthalmic appliances is limited to (see Schedule of Agreement):

- One pair every 24 months for individuals 18 years of age or older, and
- One pair every 12 months for individuals 17 years of age or younger.

If the patient's prescription changes by at least 0.5 dioptres within the applicable frequency limit, they are eligible for lenses only (not frames).

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### When you have questions or comments

For assistance with optical claim inquiries, please contact Alberta Blue Cross at:

**780-498-8083** (Edmonton and area)

**1-800-588-1195** (toll free)

Support is available from 8:30 a.m. to 5 p.m.  
Monday to Friday.



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