

As of September 11, 2017, Alberta Blue Cross will be moving exclusively to direct deposit for all health providers registered for online billing.

In an effort to enhance services for our providers and improve the timeliness and efficiency of our online billing process, we're introducing mandatory paperless statements and payments.



What will this mean?

If you're a health provider already set up with paperless statements and direct deposit, you will be moved to daily payment runs on September 11, 2017.

If you're not yet set up with paperless statements and direct deposit, you are required to complete the direct deposit registration process by September 11, 2017. By default, you will be moved to daily claim payments and will be able to view your statements exclusively online.

Advantages of going paperless



Reduced environmental impact

Direct deposit and online statements lessen the impact on the environment by reducing our carbon footprint.



Increased speed and efficiency

You're able to access your statements anywhere, anytime, and payments are deposited directly into your account without being affected by potential disruptions in postal service.



Reduced costs

In the face of continually rising health-care costs, reducing paper and postage expenses helps us maintain the value and long-term affordability of our benefit plans.



Greater information security

Paperless statements are accessed through the online health provider web site using your secure login and password, which decreases the chance of a privacy breach involving sensitive plan information. With direct deposit, you don't have to worry about lost or stolen cheques in the mail.

How to complete the direct deposit registration process

1. Complete a direct deposit form, which is available on the Alberta Blue Cross web site at www.ab.bluecross.ca/pdfs/82928.pdf.
2. Submit the form to Alberta Blue Cross via fax or mail.

Alberta Blue Cross would like to thank you for your co-operation in this matter and we appreciate your assistance in this process. If you have questions about these changes, please contact Health Provider Services toll free at 1-800-588-1195 or email healthinq@ab.bluecross.ca.