

Massage therapy user guide

online
claims
submission

*... convenient service, delivered
through an easy-to-use secure web site*



<http://provider.ab.bluecross.ca/health>



September 2013

Massage therapy provider user guide online claims submission

Alberta Blue Cross is pleased to offer online claims submission for massage therapy providers. This convenient service is delivered through an easy-to-use secure web site, and is available at no cost to massage therapy providers across Alberta.

Online submission provides the convenience of direct billing for eligible services for your customers with coverage through Alberta Blue Cross benefit plans and ASEBP. You are assured of prompt payment directly from Alberta Blue Cross, while retaining existing customers and gaining a competitive advantage over providers who may choose not to submit claims online.

When submitting claims online, this service will predetermine the patient's coverage and confirm:

- the amount Alberta Blue Cross will pay to your office, and
- the amount you will need to collect from the patient.

Registering for site access

To register for online submission, please complete the Request for Secure Web Site Access form. If you want payments to be deposited directly into your bank account, please complete the Application for Direct Deposit of Funds form. These forms can be accessed through our public web site at www.ab.bluecross.ca. From the quick finder, select "massage therapy providers" to go to the page.

Please mail or fax your completed form to:

Health Services Provider Relations, Alberta Blue Cross
10009 – 108th Street, Edmonton, AB T5J 3C5

Fax: 780-498-3544

The Health Services Provider Relations team at Alberta Blue Cross will create your web site access based on your completed registration form. To protect your security, a login ID and temporary password will be sent in two separate e-mails to the e-mail address

provided on your registration form. Once you have received both of these e-mails, you can begin serving your customers through online claims submission.

Getting started online

Please refer to the information in the e-mails Alberta Blue Cross sends you when your initial registration is approved. These e-mails will contain your login ID and temporary password. Navigate to the Massage therapy Provider Online Services web site at:

<http://provider.ab.bluecross.ca/health> and enter the login ID and password in the applicable fields.

You will be asked to agree to the Web Site Policy and Online Billing Agreement, set up your two "Reminder Questions", and change your temporary password. This information will be used to verify your identity if you forget your password or require information about your account. Subsequent sign-ins will only require your login ID and password.

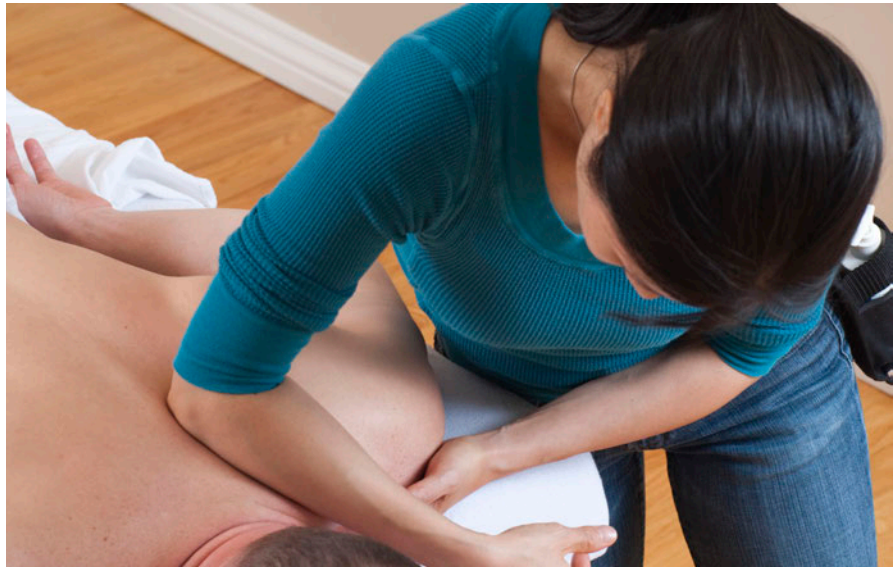


Claiming online is quick, easy, and secure!

Claiming online is quick, easy, and secure!

- Ask the patient to show their card, and enter their coverage information.
- Enter the details of the service to predetermine the coverage available. Within seconds of submission, results are displayed.
- Communicate the results to the patient. The patient will be required to pay only the portion not covered under their benefit plan.
- Submit the claim.

The transaction is then complete.



Easy steps to

submit and process a claim

Steps for online submission

1

Start entering the claim:

When entering claims, you have the option of submitting a single service date or multiple service date claims. Please note that if you choose "Multiple service date claims", you can enter current or past service dates that have not been previously submitted. You will not be able to enter future dates. You have up to 30 days to submit the claim online from the date it was incurred.

This feature allows you to enter a single service date or multiple service dates in a single document.



The screenshot shows the Alberta Blue Cross Health provider portal. At the top, there is a navigation bar with 'Overview', 'enter claim', 'Reports', 'Resources', and 'Your profile'. The 'enter claim' menu is expanded, showing 'Single service date claims' and 'Multiple service date claims'. A red arrow points to this menu. Below the navigation bar, there is a 'Message Therapy overview' section with a 'Welcome, ABC Massage Solutions' message. A photo of two healthcare professionals is shown. To the right, there is a 'Massage Direct claims submission' section with contact information for Alberta Blue Cross. Below this, there are several informational paragraphs and two sidebars: 'Electronic submission advantages' and 'Contact information'.

2

Enter the patient's information:

Navigate to the "Enter claim" menu option and enter the patient's ID number and group number exactly as they appear on their Alberta Blue Cross or ASEBP identification card. Ask the patient for his or her date of birth, enter the date and click the "Search" button.

Note: Any dates, such as service or birth dates, can be entered either with or without a slash between numbers. The system will accept both formats. This applies to all screens.

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Overview **Enter claim** Reports Resources Your profile

ABC Message Solutions

Enter Message Therapy claim

Enter patient ⓘ

ID number

Group number

Date of birth(YYYY-MM-DD)

3

Verify whether patient has Coordination of Benefits:

Confirm if the patient has other active coverage and if payment has been made by another benefit carrier or provincial plan.

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Overview Enter claim Reports Resources Your profile

ABC Message Solutions

Coordination of Benefits Information

Patient information

Name	Tester, Blu
ID number	4124560-34
Group number	99

COB information ⓘ

Is the patient entitled to receive comparable benefits from any other insurance company, health benefits company or Alberta Blue Cross Plan? Yes No

If the claim was submitted through another benefit carrier or provincial plan, would you like to submit the remaining amount to this plan? Yes No

If "Yes", and the patient has active coverage with another insurance company, continue to the COB section on page 7.

4 **Enter details:** Select a service, and enter your total cost for the service and the practicing massage therapist name, then click "Add claim." Repeat these steps for each service being considered.

Claim information: Ask the patient the question in the "Claim Information" box and enter a service date. When you are satisfied with the details you have entered, click the "Predetermine" button.

Please refer to article 4.4 in your Massage therapy Provider Online Direct Bill Agreement for more information regarding the service date.

Note: There may be some circumstances when a claim cannot be processed electronically.

You will receive a notification on this screen and these claims will have to be submitted manually by the patient to Alberta Blue Cross.

5 **Predetermine:** This is a simple inquiry into the patient's benefit plan(s) to determine the coverage available. You can click "Modify" to go back to step 2, "Cancel" to exit without saving, or "Process claim" to submit the claim online to Alberta Blue Cross for immediate processing.

6

Process claim: You will receive a confirmation from Alberta Blue Cross within seconds of your submission.

A printable copy of the patient's Claim Statement is displayed. Click the "Print" command on the screen.

Print summary: You must provide the patient with a printed copy of the Claim Statement.

Details

[Hide details](#)

Patient: Blu
Service provider: ABC Massage Solutions

Service date (YYYY/MM/DD)	Service	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number
2011/08/15	Massage Therapy	75.00	75.00	0.00	25.00	3345
Total		\$75.00	\$75.00	\$0.00	\$25.00	

Explanations
3345 Payment has been reduced as the maximum amount allowed for this service has been reached. The service is limited to \$25 per occurrence.

[Click here to print](#)

Modify Cancel Process claim

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7

Print summary: You must provide the patient with a printed copy of the Claim Statement.

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Overview Enter claim Reports Resources Your profile

You must provide the patient with a printed copy of this claim statement. Please click below to print.

[Print Alberta Blue Cross Statement](#)

ALBERTA BLUE CROSS®

Date: August 22, 2011
Document number: 33328041

We're here to help!
Edmonton and area (780)498-8000
Calgary and area (403)234-9666
Toll free 1-800-661-6995
8 a.m. - 5 p.m. MT
www.ab.bluecross.ca

Patient name: Tester, Blu
ID number: 4124560-34
Group: 99 Section: TST

Health claim summary

Total amount claimed	\$75.00
Total amount not paid	\$50.00
Amount paid	\$25.00

Details
Each claim you submit is assessed according to the rules of your benefit plan. Please refer to the explanations near the end of this statement for descriptions of terms, and to your benefit booklet for plan details.

Patient: Blu
Service provider: Morgan Corbiere

Service date (YYYY/MM/DD)	Product or service	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number*
2011/08/15	Massage Therapy	75.00	75.00	0.00	25.00	3345,17089
Total		\$ 75.00	\$ 75.00	\$ 0.00	\$ 25.00	

*Explanations
3345 Payment has been reduced as the maximum amount allowed for this service has been reached. The service is limited to \$25 per occurrence.
17089 The balance of this claim has been forwarded to the member's Spending Account for consideration.

Acknowledgement
By accepting this claim summary, I certify that the information on this claim summary is complete and accurate and the services and/or products listed have been received by the patient indicated. I also acknowledge that, by presenting my Alberta Blue Cross identification card or my identification number for a benefit plan administered by Alberta Blue Cross to the named Service Provider, I consent and agree to:

- The Service Provider submitting a claim containing my personal information to Alberta Blue Cross on my behalf and I authorize payment of this claim by Alberta Blue Cross directly to the Service Provider.
- Alberta Blue Cross using my personal information to determine my eligibility for benefits, to adjudicate/pay claims, to administer the terms of my benefit plan and to verify/audit paid claims as described in the Alberta Blue Cross Privacy Policy posted at www.ab.bluecross.ca, and
- The Service Provider disclosing my personal information to Alberta Blue Cross for the above purposes.

Steps for claims with Coordination of Benefits (COB) between Alberta Blue Cross and another insurance company

1

Enter details: Click “yes” if a portion of this claim has already been paid by another insurer and if you would like to submit the remaining amount to this plan.

The screenshot shows the 'Health provider' portal for Alberta Blue Cross. The navigation bar includes 'Overview', 'Enter claim', 'Reports', 'Resources', and 'Your profile'. The main heading is 'Coordination of Benefits Information'. Below this is a 'Patient information' box with the following details: Name: Tester, Blu; ID number: 4124560-34; Group number: 99. The 'COB information' section contains two questions with radio button options: 'Is the patient entitled to receive comparable benefits from any other insurance company, health benefits company or Alberta Blue Cross Plan?' (Yes/No) and 'If the claim was submitted through another benefit carrier or provincial plan, would you like to submit the remaining amount to this plan?' (Yes/No). 'Cancel' and 'Next' buttons are at the bottom.

2

Enter the amount paid by the other insurance company for each claim line. If payments have been made by two or more other insurance companies, combine the amount paid and enter one total for each claim line.

The screenshot shows the 'Health provider' portal for Alberta Blue Cross. The navigation bar includes 'Overview', 'Enter claim', 'Reports', 'Resources', and 'Your profile'. The main heading is 'Enter Message Therapy claim' with a sub-heading 'Enter details'. Below this is a 'Patient information' box with the same details as the previous screenshot: Name: Tester, Blu; ID number: 4124560-34; Group number: 99. The 'Claim details' section includes a 'Service' dropdown menu (set to '- Choose one -'), 'Total cost (\$)' and 'Other plan paid (\$)' input fields, and a 'Practicing message therapist (Last name, First name)' input field. An 'Add claim' button is centered below these fields. At the bottom, there is a 'Service date (YYYY-MM-DD)' field with the date '2013-09-04' and a calendar icon. 'Cancel' and 'Predetermine' buttons are at the very bottom.

Repeat the same process until all lines have been entered, then click "Predetermine."

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Overview Enter claim Reports Resources Your profile

Enter Message Therapy claim
ABC Message Solutions

Enter details

Patient information

Name	Tester, Blu
ID number	4124560-34
Group number	99

Claim details

Service: - Choose one - Total cost (\$): Other plan paid (\$): Practicing massage therapist (Last name, First name):

[Add claim](#)

Service	Total cost (\$)	Other plan paid (\$)	Practicing massage therapist
Massage Therapy	80.00	10.00	Doe, John
	\$80.00	\$10.00	

Service date (YYYY-MM-DD): 2013-09-04

[Cancel](#) [Predetermine](#)

3 **Process claim:** You will receive a confirmation from Alberta Blue Cross within seconds of your submission.

A printable copy of the patient's Claim Statement is displayed. Click the "Print" command on the screen.

ALBERTA BLUE CROSS® Health provider [Contact us](#) [Help](#) [Sign out](#)

Overview Enter claim Reports Resources Your profile

Enter claim - Message Therapy for multiple service dates
ABC Message Solutions

Predetermine

Patient information

Name	Tester, Blu
ID number	4124560-34
Group number	99

Summary

Predetermination results as of Sep 4, 2013 1:08 PM Mountain Daylight Time.

Please note that eligibility of coverage may change based on the date of service, change in benefit, maximum being reached, coordination of benefits or coverage terminates.

Total amount submitted:	\$160.00
Plan(s) will pay:	\$140.00
Balance remaining:	\$20.00

***This is not a receipt. Your claim has not been submitted. Please click the Modify, Cancel, or Process Claim button at the bottom of this page.**

Details

[Hide details](#)

Patient Location
Service provider: AI Hatsumura

Service date (YYYY/MM/DD)	Service	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number
2013/09/01	Massage Therapy	80.00	80.00	40.00	40.00	
2013/09/02	Massage Therapy	80.00	80.00	40.00	40.00	
Total		\$160.00	\$160.00	\$80.00	\$80.00	

Other Blue Cross coverage


Service date (YYYY/MM/DD)	Service	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number
2013/09/01	Massage Therapy	80.00	80.00	50.00	30.00	
2013/09/02	Massage Therapy	80.00	80.00	50.00	30.00	
Total		\$160.00	\$160.00	\$100.00	\$60.00	

[Click here to print](#)

[Modify](#) [Cancel](#) [Process claim](#)

4

Print summary: You must provide the patient with a printed copy of the Claim Statement.



Date: September 4, 2013
Document number: 47759117

We're here to help!
Edmonton and area (780)498-8000
Calgary and area (403)234-9666
Toll free 1-800-661-6995
8:30 a.m. - 5 p.m. MT
www.ab.bluecross.ca

Patient name: Tester, Blu
ID number: 4124560-34
Group: 99 Section: C1

Health claim summary


Total amount claimed	\$160.00
Other plan paid	\$80.00
Total amount not paid	\$0.00
Amount paid	\$80.00

Details
Each claim you submit is assessed according to the rules of your benefit plan. Please refer to the explanations near the end of this statement for descriptions of terms, and to your benefit booklet for plan details.

Patient: Blu
Service provider: ABC Massage Solutions

Service date (YYYY/MM/DD)	Product or service	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number*
2013/09/01	Massage Therapy	80.00	80.00	40.00	40.00	
2013/09/02	Massage Therapy	80.00	80.00	40.00	40.00	
Total		\$ 160.00	\$ 160.00	\$ 80.00	\$ 80.00	

Acknowledgment
By accepting this claim summary, I certify that the information on this claim summary is complete and accurate and the services and/or products listed have been provided.



ALBERTA SELF EMPLOYED BENEFIT PLAN
Suite 700 Weber Centre
5555 Calgary Trail, Edmonton, AB T6H 1P9
Edmonton and area (780)491-4786 Toll free 1-877-431-4786
Email: asebp@asebp.ab.ca - Website: www.asebp.ab.ca

Date: September 4, 2013
Document number: 47759117

Patient name: Tester, Blu
ASEBP ID number: 4124560-34

Health claim summary

Total amount claimed	\$160.00
Other plan paid	\$100.00
Total amount not paid	\$0.00
Amount paid	\$60.00

Details
Each claim you submit is assessed according to the rules of your benefit plan as detailed in your benefit handbook. For descriptions of terms used in this statement, call ASEBP or visit our web site at www.asebp.ab.ca.

Patient: Blu
Service provider: ABC Massage Solutions

Service date (YYYY/MM/DD)	Product or service	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number*
2013/09/01	Massage Therapy	80.00	80.00	50.00	30.00	
2013/09/02	Massage Therapy	80.00	80.00	50.00	30.00	
Total		\$ 160.00	\$ 160.00	\$ 100.00	\$ 60.00	

Acknowledgment
A claim for the products/services listed above has been submitted by your health provider directly to your benefits administrator on behalf of the patient indicated. The personal information related to the products/services has been provided for the purposes of verifying, assessing and paying this claim and administering the terms of your benefit plan as described in your benefit provider's privacy policy.

Please retain for your records

Reporting information

1 Reports: This screen allows you to pull up all claims waiting to be paid, history of settled claims, and individual statements.

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Overview Enter claim Reports Resources Your profile

ABC Message Solutions

Message Therapy reports

Outstanding payment report ?

View all claims remaining to be paid as of August 22, 2011

Create report

Payment history report ?

Start date(YYYYMMDD) 2011/08/22 End date(YYYYMMDD) 2011/08/22

*Please note: Only date ranges within the previous 6 months can be entered.

Create report

Patient claim statements ?

Find a patient and reproduce a Claim statement

*Please note: Only claim statements obtained by the patient within the last year will appear.

Create claim statement

2 Outstanding Payment Report: Alberta Blue Cross will make payments to your office once every two weeks. The Outstanding Payment Report lists all transactions that are remaining to be paid. Once the transactions have been paid, they will be removed from this report and appear on the Payment History Report.

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Overview Enter claim Reports Resources Your profile

ABC Message Solutions

Message Therapy reports

Outstanding payment report

Details

Service date (YYYY/MM/DD)	Patient	Service	Amount claimed	Alberta Blue Cross paid	Document No.
2011/08/01	Tester, Blu	Massage Therapy	75.00	25.00	33328038
2011/08/05	Tester, Blu	Massage Therapy	75.00	25.00	
2011/08/10	Tester, Blu	Massage Therapy	75.00	25.00	
2011/08/15	Tester, Blu	Massage Therapy	75.00	25.00	33328041
Overall			\$300.00	\$100.00	

[Click here to print](#)

3

Payment History Report:

Enter a start date and an end date for the claim information you wish to display (these dates must be within the previous six months). All transactions that have been paid by Alberta Blue Cross to your office within the specified time are listed on a printer friendly screen. Statement IDs and document numbers are included for your reference, as well as details about each patient's claim.

Note: To cancel or change a submitted claim, please e-mail healthinq@ab.bluecross.ca with the patient name and claim details.

ALBERTA BLUE CROSS®		Payment History Report for August 1, 2011 - August 22, 2011			
ABC Massage Solutions 10009 108th Street NW Edmonton, AB, T5J 3C5					
Service date (YYYY/MM/DD)	Patient	Product or service	Amount claimed	Alberta Blue Cross paid	Document No.
Statement ID 26514212		Date 8/2/2011			
7/30/2011	Tester, Blu	Massage Therapy	60.00	60.00	33324239
8/1/2011	Tester, Blu	Massage Therapy	50.00	50.00	
Total			110.00	110.00	
Statement ID 26514220		Date 8/3/2011			
7/18/2011	Tester, Red	Massage Therapy	66.00	66.00	33324314
7/23/2011	Tester, Red	Massage Therapy	55.00	40.00	
8/1/2011	Tester, Red	Massage Therapy	44.50	44.50	
8/3/2011	Tester, Red	Massage Therapy	50.97	50.97	33324317
Total			216.47	201.47	
Statement ID 26514223		Date 8/4/2011			
7/6/2011	Tester, Violet	Massage Therapy	50.00	7.00	33324493
8/4/2011	Tester, Violet	Massage Therapy	80.00	0.00	
Total			130.00	7.00	

Technical information

Recommended hardware and software

- Using the Massage Therapist Provider Online Services web site, an Internet connection, and your browser, you can submit claims online at your convenience.
- You are responsible for your login ID and password. They are intended for your office's use only.
- Most computer systems today have everything required to use this web site successfully. To avoid surprises, make sure your system includes the following:
 - An Internet browser capable of interpreting 128-bit encryption.
 - Only Internet Explorer versions 6.0 and later and Firefox version 1.5 or later are currently supported by Alberta Blue Cross. To check your browser version go to the help menu and select the item starting with "About."

We're serious about privacy and security

The confidentiality of your records is very important—to you, and to us. We protect your information in various ways, including:

- encrypting all information;
- securely delivering your login ID and password;
- denying access to web site users after five consecutive unsuccessful sign-in attempts;
- automatically signing site users out after 30 minutes of inactivity; and
- requiring written authorization before granting access to the Massage Therapist Provider Online Services web site.



Contact us

Contact Alberta Blue Cross
Health Services Provider Relations at

- **780-498-8083** (Edmonton and area),
- toll free at
1-800-588-1195 (all other areas), or
- e-mail at **healthinq@ab.bluecross.ca**

for more information about access to the
Massage Therapy Provider Online Services web site.

<http://provider.ab.bluecross.ca/health>

The online claims submission system is
available from Monday to Sunday,
8 a.m. to 9:30 p.m. Mountain Time.

Our regular office hours are Monday to Friday,
8:30 a.m. to 5 p.m. Mountain Time.