



Psychology services and social work providers user guide



online claims submission

... convenient service, delivered through an easy-to-use secure website

provider.ab.bluecross.ca/health



October 2018

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Psychology services and social work providers user guide

online claims submission

Alberta Blue Cross is pleased to offer online claims submission for psychology services and social work providers. This convenient service is delivered through an easy-to-use secure website and is available at no cost to psychologists and social workers across Alberta.

Online submission provides the convenience of direct billing for eligible services for your customers with coverage through Alberta Blue Cross group plans, individual plans and those with coverage through 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 claims submission, you must complete the Request for Secure Website Access web form and the Application for Direct Deposit of Funds form. Details about completing these forms can be accessed through our public website at ab.bluecross.ca.

Please mail or fax your completed forms to

Health Provider Services, Alberta Blue Cross
10009 108 Street, Edmonton, AB T5J 3C5
Fax: 780-498-3544

The Health Provider Services team at Alberta Blue Cross will create your website access based on your completed registration form. To protect your security, a login ID and temporary password will be sent in two separate emails to the email address provided on your registration form. Once you have received both of these emails, you can begin serving your customers through online claims submission.

Getting started online

Please refer to the information in the emails Alberta Blue Cross sends you when your initial registration is approved. These emails will contain your login ID and temporary password. Navigate to the Online Health Provider website at provider.ab.bluecross.ca/health and enter the login ID and password in the applicable fields.

You will be asked to agree to the Website 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. After validating a patient's identity and predetermining results as confirmed by the patient, you simply submit the claim for processing. Within seconds of submission, results are displayed. The patient will be required to pay only the portion not covered under their benefit plan. The transaction is then complete.



Help

If you have questions about a screen, click on the blue button with a question mark. The help button has answers to questions that are frequently asked about the section.



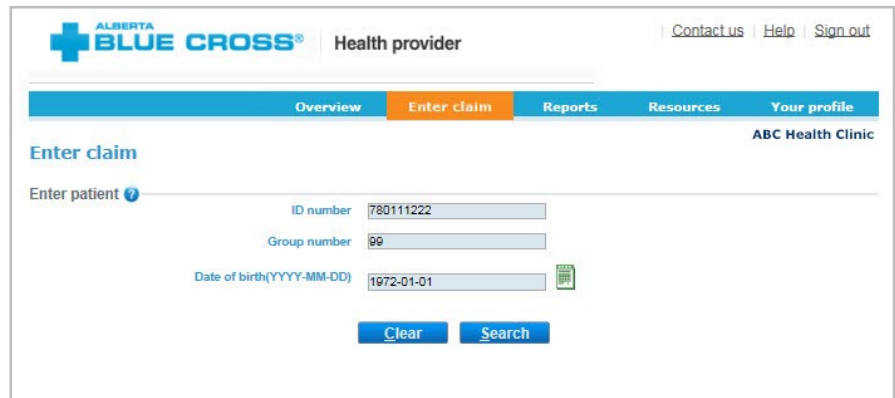
Easy steps to submit and process a claim

Steps for online submission

1 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 ID card, then 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.

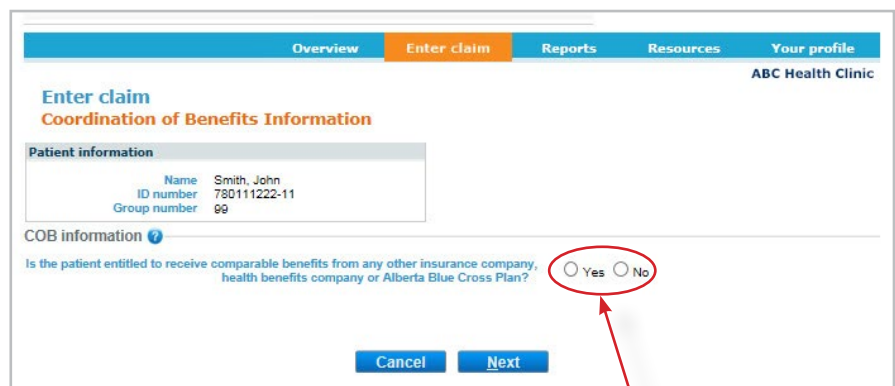


2 Verify whether patient has Coordination of Benefits (COB):

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

If "No": continue to next page.

If "Yes": continue to page 11.



If "Yes", and the patient has active coverage with another benefit carrier, continue to the COB section on page 11.

- 3 Enter details:** For an Individual Assessment/Treatment, enter the service date, select the service, the number of hours and the total cost. Using the drop-down menu, select the practitioner who performed the service. If you have not previously added the practitioner details, you will need to add them into the system (See 3b).

Note

Note: For Group Therapy, use the same guidelines as above.

The screenshot shows the 'Enter claim' form in the 'Enter details' section. At the top, there is a navigation bar with 'Overview', 'Enter claim', 'Reports', 'Resources', and 'Your profile'. The user is logged in as 'ABC Health Clinic'. The form is titled 'Enter claim' and 'Enter details'. It contains a 'Patient information' table with the following data:

Name	Smith, John
ID number	780111222-11
Group number	99

Below this is the 'Claim type' section with a dropdown menu set to 'Psychology'. The 'Claim details' section includes:

- Service date (YYYY-MM-DD): [text input]
- Service: [- Choose one -]
- Number of hours: [text input]
- Total cost (\$): [text input]
- Practitioner: [- Choose one -] with a link to 'Add Practitioner' and 'Practitioner Details'.

At the bottom, there are three buttons: 'Add claim', 'Cancel', and 'Predetermine'.

- 3a** For a Family Assessment/Treatment, enter the service date, select the service, the number of hours and the total cost. You must select all attending participants from the "Patient Name" listing.

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.

The screenshot shows the 'Enter claim' form in the 'Enter details' section, specifically for a family assessment. The 'Service date' is set to '2016-05-18' and the 'Service' is 'Psychology - Family Assessment'. A note states: 'If this claim is for a Family Assessment/Treatment, select the corresponding check box for each family member who attended the session. Enter the total hours and cost of the session and the system will equally divide the cost between each participating family member.' The 'Patient Name' section has a list of names with checkboxes:

- Smith, John
- Smith, Jane
- Smith, Dennis
- Smith, Sarah

The 'Number of hours' and 'Total cost (\$)' fields are empty. The 'Practitioner' dropdown is set to '- Choose one -' with links to 'Add Practitioner' and 'Practitioner Details'. At the bottom, there are three buttons: 'Add claim', 'Cancel', and 'Predetermine'.

3b

Enter practitioner details:

To add a practitioner to the practitioner system, click "Add Practitioner". A new window will populate asking for practitioner information. Enter the details as required and click "OK". The system will validate the practitioner in real-time.

The screenshot shows the 'Add your practitioner' form. At the top left is the Alberta Blue Cross logo. The title is 'Add your practitioner' with a subtitle 'Please fill in the required fields to add a provider'. Below this is a section titled 'General information' containing three input fields: 'First name', '*Last name' (with a note '*Include last name only'), and '*Association/College number'. The asterisks indicate these are required fields. At the bottom of the form are 'Cancel' and 'OK' buttons.

Note

If you add a practitioner who is not eligible to perform a service on the service date, the error message "Practitioner is not eligible on the date of service" will appear. At this point you will be unable to proceed entering claim details.

The screenshot shows the 'Enter claim' form with an error message. The title is 'Enter claim' and 'Enter details'. A red error banner states: 'Error: The provider was not valid on the date the service was provided. Please contact an Alberta Blue Cross representative at (780)-498-8083 (Edmonton & areas), toll-free in other areas of Canada 1-800-588-1195'. Below the error is a 'Patient information' table:

Patient information	
Name	Smith, John
ID number	780111222-11
Group number	99

Below the table are sections for 'Claim type' (set to 'Psychology') and 'Claim details'. The 'Claim details' section includes: 'Service date (YYYY-MM-DD)' set to '2016-05-24', 'Service' set to 'Psychology - Individual Treatment', 'Number of hours' set to '1', and 'Total cost (\$)' set to '100'. The 'Practitioner' dropdown is set to 'Practitioner' with links for 'Add Practitioner' and 'Practitioner Details'. At the bottom are 'Add claim', 'Cancel', and 'Predetermine' buttons.

Note

If you add a practitioner who is not registered in our system, the error message “Unable to locate practitioner” will appear. At this point you will be unable to proceed entering claim details.

If you receive either of these messages, please contact us at 780-498-8083 (Edmonton and area) or toll free at 1-800-588-1195 (other areas of Canada).

ALBERTA BLUE CROSS

Add your practitioner

Please fill in the required fields to add a provider

Error

We are unable to locate your information on our provider file. Please contact an Alberta Blue Cross representative at (780)-498-8083 (Edmonton & areas), toll-free in other areas of Canada 1-800-588-1195

General information

First name

*Last name
*Include last name only

*Association/College number

*Required fields

3c

Enter details: Once the added practitioner is validated, you will be taken back to the “Enter details” screen. The added provider will now be selectable using the drop-down menu. Enter the claim details as required and click **“Add claim”**. If you have more claims to enter, continue entering them and verify details as they appear in the claim details table. Once complete, click **“Predetermine”**.

Note

If you are entering a claim for a Family Assessment/Treatment, you will be required to add the claim information for each family member.

Individual

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

Overview **Enter claim** Reports Resources Your profile

ABC Health Clinic

Enter claim
Enter details

Patient information

Name: Smith, John
ID number: 780111222-11
Group number: 99

Claim type: Psychology

Provider of service: Psychology

Claim details

Service date (YYYY-MM-DD):

Service:

Number of hours:

Total cost (\$):

Practitioner: [Add Practitioner](#)

Service date (YYYY-MM-DD)	Service	Patient's Name	Total cost (\$)	Practitioner
2016-05-01	Psychology - Individual Assessment	Smith, John	100.00	Practitioner Modify Remove
			\$100.00	

Family

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

Overview **Enter claim** Reports Resources Your profile

ABC Health Clinic

Enter claim
Enter details

Patient information

Name: Smith, John
ID number: 780111222-11
Group number: 99

Claim type: Psychology

Provider of service: Psychology

Claim details

Service date (YYYY-MM-DD):

Service:

Number of hours:

Total cost (\$):

Practitioner: [Add Practitioner](#)

Service date (YYYY-MM-DD)	Service	Patient's Name	Total cost (\$)	Practitioner
2016-05-18	Psychology - Family Assessment	Smith, John	25.00	Practitioner Modify Remove
2016-05-18	Psychology - Family Assessment	Smith, Jane	25.00	Practitioner Modify Remove
2016-05-18	Psychology - Family Assessment	Smith, Dennis	25.00	Practitioner Modify Remove
2016-05-18	Psychology - Family Assessment	Smith, Sarah	25.00	Practitioner Modify Remove
			\$100.00	

Note

If you only select one family member, the error message “For Family Assessment/Treatment, please ensure more than one family member has been selected” will appear. At this point you will be unable to proceed until you select more than one family member.

Family

ABC Health Clinic

Enter claim
Enter details

Error
For Family Assessment/Treatment, please ensure more than one family member has been selected.

Patient information

Name	Smith, John
ID number	780111222-11
Group number	99

Claim type [?](#)

Provider of service: **Psychology**

Claim details [?](#)

Service date (YYYY-MM-DD): **2016-05-24**

Service: **Psychology - Family Assessment**

Number of hours: **1**

Patient Name:

- Smith, John
- Smith, Jane
- Smith, Dennis
- Smith, Sarah

Total cost (\$): **100**

Practitioner: **Practitioner** [Add Practitioner](#)
[Practitioner Details](#)

Add claim

Cancel **Predetermine**

4

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 two, “Cancel” to exit without saving or “Process claim” to submit the claim online to Alberta Blue Cross for immediate processing.

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

Overview **Enter claim** Reports Resources Your profile

ABC Health Clinic

Enter claim
Predetermine

Patient information

Name	Smith, John
ID number	780111222-11
Group number	99

Summary

Predetermination results as of May 24, 2016 10:07 AM 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:	\$100.00
Plan(s) will pay:	\$50.00
Balance remaining:	\$50.00

***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

[Show details](#)

Modify **Cancel** **Process claim**

Note

You will be able to see the claim information for all family members selected if you are entering a claim for a Family Assessment/Treatment.

Total amount submitted:	\$100.00
Plan(s) will pay:	\$100.00
Balance remaining:	\$0.00

***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](#)


Service provider: ABC Psychology

Service date (YYYY/MM/DD)	Service	Patient's Name	Practitioner	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number
2016/05/18	Psychology - Family Treatment	Smith, John	Practitioner	25.00	25.00	0.00	25.00	20962
2016/05/18	Psychology - Family Treatment	Smith, Jane	Practitioner	25.00	25.00	0.00	25.00	20962
2016/05/18	Psychology - Family Treatment	Smith, Dennis	Practitioner	25.00	25.00	0.00	25.00	20962
2016/05/18	Psychology - Family Treatment	Smith, Sarah	Practitioner	25.00	25.00	0.00	25.00	20962
Total				\$100.00	\$100.00	\$0.00	\$100.00	

Explanations
20962 This product is subject to a frequency maximum.
[Click here to print](#)

5 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. You must provide the patient with a printed copy of the Claim Statement.


Health provider
[Contact us](#) | [Help](#) | [Sign out](#)

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



Date: May 13, 2016
Document number: 47787331

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

Member: Smith, John
ID number 780111222-11
Group: 99 Section: TST

Health claim summary

Total amount claimed	\$100.00
Total amount not paid	\$50.00
Amount paid	\$50.00

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.

Service provider: ABC Psychology

Service date (YYYY/MM/DD)	Product or service	Patient's Name	Practitioner	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number*
2016/05/01	Psychology - Individual Assessment	Smith, John	Practitioner	100.00	100.00	0.00	50.00	3123
Total				\$ 100.00	\$ 100.00	\$ 0.00	\$ 50.00	

*Explanations

3123	Payment has been reduced as the maximum amount allowed for this service has been reached. The service is limited to \$50 in 1 Days starting January 1.
------	--

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 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.

Please retain for your records

Note

Family Assessment/Treatment Claim Statements will include the claim information for all family members selected.

Health claim summary

Total amount claimed	\$100.00
Total amount not paid	\$0.00
Amount paid	\$100.00

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.

Service provider: ABC Psychology

Service date (YYYY/MM/DD)	Product or service	Patient's Name	Practitioner	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number*
2016/05/18	Psychology - Family Treatment	Smith, John	Practitioner	25.00	25.00	0.00	25.00	
2016/05/18	Psychology - Family Treatment	Smith, Jane	Practitioner	25.00	25.00	0.00	25.00	
2016/05/18	Psychology - Family Treatment	Smith, Dennis	Practitioner	25.00	25.00	0.00	25.00	
2016/05/18	Psychology - Family Treatment	Smith, Sarah	Practitioner	25.00	25.00	0.00	25.00	
Total				\$ 100.00	\$ 100.00	\$ 0.00	\$ 100.00	

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 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.

Please retain for your records

Steps for online submission with Coordination of Benefits (COB) between Alberta Blue Cross and another benefit carrier

1 Patient has COB: Click "Yes" if a portion of this claim has already been paid by another benefit carrier and if you would like to submit the remaining amount to this plan.

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

Overview **Enter claim** Reports Resources Your profile

ABC Health Clinic

Enter claim

Coordination of Benefits Information

Patient information

Name	Smith, John
ID number	780111222-11
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

[Cancel](#) [Next](#)

2a Enter the amount paid: Enter the amount paid by the other benefit carrier for each claim line. If payments have been made by two or more benefit carriers, combine the amount paid and enter one total for each claim line.

Enter details: Select a service and enter the total cost. Using the drop-down menu, select the practitioner who performed the service. If you have not previously added the practitioner details, you will need to add them into the system.

Individual

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

Overview **Enter claim** Reports Resources Your profile

ABC Health Clinic

Enter claim

Enter details

Patient information

Name	Smith, John
ID number	780111222-11
Group number	99

Claim type

Provider of service: Psychology

Claim details

Service date (YYYY-MM-DD): 2018-05-24

Service: Psychology - Individual Assessment

Number of hours: 1

Total cost (\$): 100

Other plan paid (\$): 50

Practitioner: [Practitioner](#) [Add Practitioner](#)
[Practitioner Details](#)

[Add claim](#)

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

2b If entering a Family Assessment/ Treatment claim with coordination of benefits, the "Other plan paid" box will not appear. Instead, you will manually enter the amount paid by another benefit carrier for each family member. If the amount paid by another benefit carrier is zero, you must enter "0" in the field.

Family

Claim details

Service date (YYYY-MM-DD)

Service

Number of hours

Total cost (\$)

Practitioner [Add Practitioner](#)
[Practitioner Details](#)

Add claim

Service date (YYYY-MM-DD)	Service	Patient's Name	Total cost (\$)	Other plan paid (\$)	Practitioner	
2016-05-24	Psychology - Family Assessment	Smith, John	25.00	<input type="text"/>	Practitioner	Modify Remove
2016-05-24	Psychology - Family Assessment	Smith, Jane	25.00	<input type="text"/>	Practitioner	Modify Remove
2016-05-24	Psychology - Family Assessment	Smith, Dennis	25.00	<input type="text"/>	Practitioner	Modify Remove
2016-05-24	Psychology - Family Assessment	Smith, Sarah	25.00	<input type="text"/>	Practitioner	Modify Remove
			\$100.00	\$0.00		

Cancel **Predetermine**

Family

Other plan paid is a required field

Service date (YYYY-MM-DD)	Service	Patient's Name	Total cost (\$)	Other plan paid (\$)	Practitioner	
2016-05-24	Psychology - Family Assessment	Smith, John	25.00	<input type="text"/>	Practitioner	Modify Remove
2016-05-24	Psychology - Family Assessment	Smith, Jane	25.00	<input type="text"/>	Practitioner	Modify Remove
2016-05-24	Psychology - Family Assessment	Smith, Dennis	25.00	<input type="text"/>	Practitioner	Modify Remove
2016-05-24	Psychology - Family Assessment	Smith, Sarah	25.00	<input type="text"/>	Practitioner	Modify Remove
			\$100.00	\$0.00		

Cancel **Predetermine**

Easy steps to access Reports

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

Outstanding Payment Report: The Outstanding Payment Report lists all transactions that are remaining to be paid, and allows you to cancel a claim.

Payment History Report: Once the transactions have been paid they will be removed from the "Outstanding Payment Report" and will appear on the "Payment History Report". Once payment has been issued, you can view and print the Claims Statement.

Patient Date: Select a start and end date to view a patient's payment history.

Patient Claim Statements: This allows you to print a copy of the patient claim statements.

Note

Sort: This is currently available for Outstanding Payment Reports and Patient Claim Statements. You can sort the column by clicking on the double headed arrow, located beside the column title.



Provider of service: Psychology

Need help cancelling a claim? [?](#)

Details

[Hide details](#)

Service date (YYYY/MM/DD)	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number	Cancel claim
2016/05/24	Smith, John	Psychology - Individual Treatment	100.00	50.00	47787686	Cancel
2016/05/01	Smith, Sarah	Psychology - Individual Treatment	130.00	110.00	47787653	Cancel
2016/05/19	Smith, Dennis	Psychology - Family Treatment	34.00	34.00	47787649	

? **Help:** For additional information, click on the help button (blue button with a question mark). The help button has answers to questions that are frequently asked about the section.

2 Outstanding Payment Report:

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.

Reports

Outstanding payment report

View all claims remaining to be paid as of May 13, 2016

Provider of service: Psychology

*Please note: If there are any claims to be cancelled, they can be viewed and cancelled within this report.

[Create report](#)

Reports

Outstanding payment report

Provider of service: Psychology [Need help cancelling a claim?](#)

Details

[Hide details](#)

Service date (YYYY/MM/DD)	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number	Cancel claim
2016/05/24	Smith, John	Psychology - Individual Treatment	100.00	50.00	47787686	Cancel
2016/05/01	Smith, Sarah	Psychology - Individual Treatment	130.00	110.00	47787653	Cancel
2016/05/19	Smith, Dennis	Psychology - Family Treatment	34.00	34.00	47787649	
2016/05/19	Smith, Jane	Psychology - Family Treatment	33.00	33.00	47787649	
2016/05/19	Smith, John	Psychology - Family Treatment	33.00	33.00	47787649	
2016/05/20	Smith, Jane	Psychology - Individual Assessment	100.00	50.00	47787649	
Total			\$430.00	\$310.00		

[Click here to print](#)

3 Payment history reports:

Claims Statements are available to view and print for one year.

Payment History is available for claims submitted in the last six months.

Payment history report

Provider of service: Psychology

To access your provider summary and claim statement, select the EFT payment date from the below drop-down menu.

Payment Date: Choose one
2018-05-19
2018-05-24

Create summary

3a Provider Statement/Summary:

To access your Claim Statement, select the EFT payment date to create a pdf of your provider summary report, which can be saved or printed.

PROVIDER SUMMARY

ALBERTA BLUE CROSS

Date: May 24, 2016
Health statement number: 34178812
PAYMENT MADE BY DIRECT DEPOSIT: 8103499

ABC HEALTH CLINIC
10009 108 ST NW
EDMONTON AB T5J 3C5

Health claim summary

Total amount claimed	\$560.00
Amount not covered	\$107.00
Total amount paid	\$453.00

Details

Document number	ID number	Patient name	Amount claimed	Amount paid
47787598	4008023-16	John Smith	37.00	37.00
47787598	4008023-17	Jane Smith	37.00	0.00
47787598	4008023-18	John Smith	37.00	37.00
47787598	4008023-19	Jane Smith	39.00	39.00
47787602	4748901-40	Dennis Smith	80.00	80.00
47787849	78011222-11	John Smith	33.00	33.00
47787849	78011222-12	John Smith	133.00	83.00
47787849	78011222-13	Jane Smith	34.00	34.00
47787853	2319584-52	Dennis Smith	130.00	110.00
TOTALS FOR THIS STATEMENT			\$560.00	\$453.00

Patient name: John Smith
ID number: 78011222-11 Group: 00 Section: TST Document ID: 47787649

Service date	Product or service	Claimed amount	Eligible amount	Percent covered	Other plan paid	This plan paid	Explanation number*
2018/05/19	Psychology treatment	33.00	33.00	100%	0.00	33.00	
Totals for John		\$33.00			\$0.00	\$33.00	

Patient name: Jane Smith
ID number: 78011222-12 Group: 00 Section: TST Document ID: 47787649

Service date	Product or service	Claimed amount	Eligible amount	Percent covered	Other plan paid	This plan paid	Explanation number*
2018/05/19	Psychology treatment	33.00	33.00	100%	0.00	33.00	
2018/05/20	Psychology assessment	100.00	50.00	100%	50.00	50.00	3123
Totals for Jane		\$133.00			\$50.00	\$83.00	

Patient name: Dennis Smith
ID number: 78011222-13 Group: 00 Section: TST Document ID: 47787649

Service date	Product or service	Claimed amount	Eligible amount	Percent covered	Other plan paid	This plan paid	Explanation number*
2018/05/19	Psychology treatment	34.00	34.00	100%	0.00	34.00	
Totals for Dennis		\$34.00			\$0.00	\$34.00	

Patient name: Jane Smith
ID number: 2319584-52 Group: 14200 Section: R Document ID: 47787653

Service date	Product or service	Claimed amount	Eligible amount	Percent covered	Other plan paid	This plan paid	Explanation number*
2018/05/01	Psychology treatment	130.00	110.00	100%	0.00	110.00	3345
Totals for Jane		\$130.00			\$0.00	\$110.00	

Explanations

See the numbered explanations below for details of how your claims were assessed. More than one numbered explanation may apply to a claim line.

3123	Payment has been reduced as the maximum amount allowed for this service has been reached. The service is limited to \$50 in 1 Days starting January 1.
3345	Payment has been reduced as the maximum amount allowed for this service has been reached. The service is limited to \$110 per occurrence.
344	Our files indicate coordination of benefits apply. Please provide a statement from the primary carrier or if coverage is terminated, please indicate the termination date. Resubmit this information with this Explanation of Benefits statement.

Understanding this statement - Terms and Explanations

Eligible amount: This is the portion of the Claimed amount (not exceeding the amount claimed) that is calculated to be eligible for reimbursement subject to the terms of your plan. It includes deductible and/or co-payment amounts if they apply. You are responsible for the remaining cost not covered by your plan(s).
Please note: It is important to refer to your benefit information to determine what is covered.

Other plan paid: This is the amount another benefit plan has already paid for your claim. Through coordination of benefits (COB), eligible individuals, couples or families with more than one benefit plan can combine their benefit coverage to receive up to the maximum eligible amount in accordance with the contract provisions. If you have other coverage and have not claimed through it, you may submit this statement as part of the claim to your other benefit carrier for coordination of benefits.

Private and confidential: This statement is issued for use only by the provider of service for purposes of claims processing and payment and is not to be shared with any third party. If the patient requires a statement pertaining to a claim for services provided, please advise them to contact their benefits carrier directly.

Our mailing address is Alberta Blue Cross, 10009-108 Street NW, Edmonton, Alberta T5J 3C5.

Part of your healthy future.



3b

Payment History:

Enter a start date and an end date for the claim information you wish to display.

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.

To access payment history, please select a start and end date.

Start date(YYYYMMDD)  End date(YYYYMMDD) 

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

[Create report](#)

ALBERTA BLUE CROSS®		Payment History Report for May 1, 2016 - May 25, 2016				
ABC Health Clinic 10009 108th Street NW Edmonton, AB, T5J3C5						
Provider of service: Psychology						
Service date (YYYY-MM-DD)	Patient	Product or service	Amount claimed(\$)	Alberta Blue Cross paid (\$)	Document number	
Statement ID 34179797		Date 5/19/2016				
2016-05-17	Smith, Dennis	Psychology treatment	100.00	90.00	47787483	
2016-05-01	Smith, Jane	Psychology assessment	50.00	50.00	47787496	
2016-05-01	Smith, John	Psychology assessment	50.00	0.00		
Total			200.00	140.00		
Statement ID 34179812		Date 5/24/2016				
2016-04-28	Smith, Dennis	Psychology treatment	37.00	37.00	47787598	
2016-04-28	Smith, Jane	Psychology treatment	37.00	37.00		
2016-04-28	Smith, John	Psychology treatment	37.00	0.00		
2016-04-28	Smith, Jane	Psychology treatment	39.00	39.00		
2016-05-04	Smith, Jane	Psychology assessment	80.00	80.00	47787602	
2016-05-19	Smith, Dennis	Psychology treatment	34.00	34.00	47787649	
2016-05-19	Smith, Dennis	Psychology treatment	33.00	33.00		
2016-05-19	Smith, Jane	Psychology treatment	33.00	33.00		
2016-05-20	Smith, John	Psychology assessment	100.00	50.00		
2016-05-01	Smith, Jane	Psychology treatment	130.00	110.00	47787663	
Total			560.00	453.00		

Easy steps to **cancel a claim**

1 Cancel: To cancel a claim, click the hyperlink.

If the cancellation hyperlink is inactive, either the payment run is in progress or the document has exceeded the cancellation timeframe and the claim cannot be cancelled online. Please refer to the help icon for further instructions about how to cancel your claim.

Reports
Outstanding payment report

Provider of service: Psychology Need help cancelling a claim?

Details
 [Hide details](#)

Service date (YY-MM-DD)	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number	Cancel claim
2016/05/24	Smith, John	Psychology - Individual Treatment	100.00	50.00	47787686	Cancel
2016/05/01	Smith, Sarah	Psychology - Individual Treatment	130.00	110.00	47787653	Cancel
2016/05/19	Smith, Dennis	Psychology - Family Treatment	34.00	34.00	47787649	
2016/05/19	Smith, Jane	Psychology - Family Treatment	33.00	33.00	47787649	
2016/05/19	Smith, John	Psychology - Family Treatment	33.00	33.00	47787649	
2016/05/20	Smith, Jane	Psychology - Individual Assessment	100.00	50.00	47787649	
Total			\$430.00	\$310.00		

[Click here to print](#)

Note

If a payment run is in progress, you will receive notification that the claim cannot be cancelled.

Reports
Outstanding payment report

Information
Cancellation options are unavailable at this time as our payment runs are currently in progress. We apologize for this inconvenience and encourage you to review the steps in "Need help cancelling a claim".

Provider of service: Psychology Need help cancelling a claim?

Details
 [Hide details](#)

3 Cancellation Review: If you choose to cancel a claim, you will be asked for the reason. A drop-down menu lists common reasons.

When cancelling a claim, all claims associated with the document number must be cancelled.

ALBERTA BLUE CROSS®

Cancellation Review
Please review claims listed below. Enter a cancellation reason and press the Ok button to submit for cancellation. If you no longer wish to cancel the claims listed below, press the Back button.

Details Need help cancelling a claim?

Service date (YYYY-MM-DD)	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number
2016/05/24	Smith, John	Psychology - Individual Treatment	100.00	50.00	47787686

Cancellation reason: - Select one -
Additional services provided
Claim entered in error
Other Ok Ok

If you select "other", please provide the reason.

ALBERTA BLUE CROSS®

Cancellation Review
Please review claims listed below. Enter a cancellation reason and press the Ok button to submit for cancellation. If you no longer wish to cancel the claims listed below, press the Back button.

Details Need help cancelling a claim?

Service date (YYYY-MM-DD)	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number
2016/05/24	Smith, John	Psychology - Individual Treatment	100.00	50.00	47787686

Cancellation reason: Other [Red Circle] Back Ok

4 Cancellation: Once a claim has successfully been cancelled, red text appears at the top of the screen as confirmation.

Reports
Outstanding payment report

Information
Claims for John Smith submitted on May 24, 2016 have been cancelled.

Provider of service: Psychology Need help cancelling a claim?

Details
[Hide details](#)

Service date (YYYY/MM/DD):	Patient:	Service :	Amount claimed(\$):	Alberta Blue Cross paid(\$):	Document number :	Cancel claim
2016/05/23	Smith, John	Psychology - Individual Treatment	100.00	50.00	47787688	Cancel
2016/05/01	Smith, Jane	Psychology - Individual Treatment	130.00	110.00	47787653	
2016/05/19	Smith, Dennis	Psychology - Family Treatment	34.00	34.00	47787649	
2016/05/19	Smith, Jane	Psychology - Family Treatment	33.00	33.00	47787649	

Technical information

Using the Health Services Provider website, an Internet connection and your browser, you can submit claims online at your convenience. Most computer systems today have everything required to use this website successfully.

We're serious about privacy and security

The confidentiality of your records is very important—to you, and to us. You are responsible for your login ID and password. They are intended for your office's use only. We protect your information in various ways, including

- encrypting all information;
- securely delivering your login ID and password;
- denying access to website 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 Health Services Provider website.



Contact us

For more information about access to the Health Services Provider website contact Alberta Blue Cross Health Provider Service Relations at

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

provider.ab.bluecross.ca/health

The online claims submission system is available 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).