



Alberta Blue Cross expands coordination of benefits for provider online claims



Alberta Blue Cross is pleased to announce that starting September 23, 2013, chiropractic, massage therapy, optical and physiotherapy providers can begin submitting claims for Alberta Blue Cross and Alberta School Employee Benefit Plan (ASEBP) members who are also insured by other benefit carriers. For example, if Alberta Blue Cross or ASEBP is not the first payer, and your office has received the first payer's adjudication information, you can now submit the remaining balance of the claim to our office for consideration for coordination of benefits (COB).

What does this mean?

Members no longer need to submit paper claims for reimbursement if the claim has been adjudicated by another carrier.

You simply confirm whether the member has coverage with another benefit carrier, enter the amount the other plan(s) paid, and our adjudication system looks after the rest.

What if my patient has two or more benefit plans?

Some members may have more than one health benefit plan in addition to their Alberta Blue Cross or ASEBP plan. In this case, add the amounts paid by the member's other plans and enter the combined amount for each claim line in the box labeled "Other plan paid (\$)" and proceed with submitting the claim.

In order for a COB claim to be processed, Alberta Blue Cross must have the member's COB information on file. To update our files, please ask the member to contact Alberta Blue Cross Customer Services at 780-498-8000 (Edmonton and area), 403-234-9666 (Calgary and area), or 1-800-661-6995 (toll free). ASEBP members can call 780-438-4545 (Edmonton and area) or 1-877-431-4786 (toll free) to update their COB information.

Please click on the user guides to the right to learn how our expanded coordination of benefits works.

If you have any questions, please contact Alberta Blue Cross Health Services Provider Relations at 780-498-8083 (Edmonton and area) or 1-800-588-1195 (toll free).

User guides revised

We revised our user guides to reflect the changes to our online claims submission web site.

Visit our [link](#) and click on the link applicable to your practice.

Our revised guides are divided into sections explaining how to submit a claim for a member whose coverage is through Alberta Blue Cross or a plan administered by Alberta Blue Cross, and how to submit a claim if the member is covered by more than one benefit carrier.

This improvement is one of many updates we are making to our secure health provider web site over the next few months. Watch your e-mail as we roll out more enhancements to serve you better.