HOSPITAL SERVICES PROVIDER USER GUIDE
CHEAT SHEET

Once you have logged into the online portal, click **"Enter claim,"** on the menu bar located at the top of the screen.

Follow these steps to enter your claim successfully:

1. Enter the plan member's ID number, group number and date of birth.
2. Click **"Search."**
3. Answer the Coordination of Benefits (COB) question by selecting whether the plan member has benefits from another benefits provider or a different Alberta Blue Cross plan.
   - If you answer, **"Yes,"** you'll be asked: **"If the claim was submitted through another benefits provider or provincial plan, would you like to submit the remaining amount to this plan?"**
   - Select **"Yes"** to submit the remaining balance to the selected plan member's plan.
4. Click **"Next."**
5. If applicable, enter the invoice or account number.
6. Enter the admission date.
7. Enter the discharge date.
8. Select the type or service or room type.
9. Enter the total cost. If you answered **"Yes"** to the COB question, enter the amount paid by the other plan.
10. Click **"Add claim."**
11. Repeat steps five to 10 until all billing dates have been entered.
12. Review the claim details. If all the information is correct, click **"Predetermine."**
13. Review the claim details again. If all the information is correct, click **"Process claim."**

To confirm the claim has been submitted successfully, review the outstanding payment report. This report will contain all the claims that have been recently submitted. Please note that once payment has been made, these claims will move from the outstanding payment report to the payment history report.

If you have any questions, call our Provider Services team at 1-800-588-1195 or 780-498-8030—we're available from Monday to Friday from 8:30 a.m. to 5 p.m. (MT). You can also email healthinq@ab.bluecross.ca or fax us at 780-498-3544.