

December 2011

# Online claims submission update

## for chiropractors

### Claims submission capability enhanced

Alberta Blue Cross is pleased to announce that in response to your suggestions, you now have the option of submitting claims with a single service date or multiple service dates.

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 and you have up to 30 days to submit the claim online from the date it was incurred.

Please be aware that if you choose to wait and use the multiple service date claim option rather than submit each claim on the date of service, there is the possibility that the patient's benefit coverage may change during that time period. It's important that you do not wait too long to claim for services.

### Submit claims within 30 days of date of service

Please ensure you submit all claims within 30 days of the date of service. Your Online Services Billing Agreement states that you must submit electronic claims to Alberta Blue Cross within 30 days of the date of service.

If you miss this deadline, you won't be able to submit electronically and will have to collect your service fee directly from your patient. Your patient would be able to submit a claim for that amount to Alberta Blue Cross to be considered for reimbursement.

If you have any questions regarding this process, please refer to your billing agreement.



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Overview **Enter claim** Reports Resources Your profile

Chiropractic overview  
Welcome, ABC Family Chiropractic

Single service date claims  
Multiple service date claims

**Chiropractic**  
Direct claims submission  
This web site allows you the convenience of direct billing for customers with Alberta Blue Cross coverage.

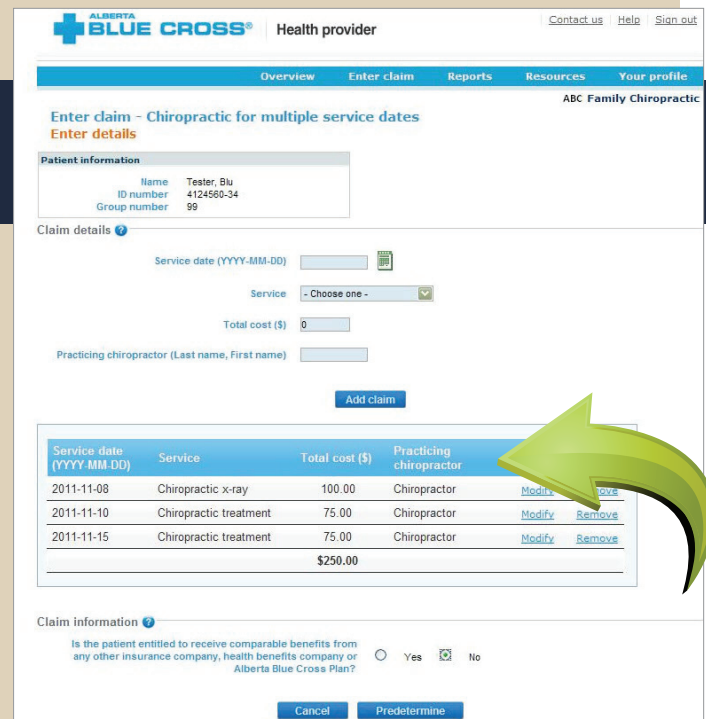
Alberta Blue Cross  
10009 - 108 Street NW  
Edmonton, Alberta T5J 3C5  
Phone: 780-498-8083 (Edmonton and area)  
1-800-588-1195 (toll free in all other areas)  
Fax: 780-425-4627

**We value your opinion**  
[Click here](#) to tell us what you'd like to see on this site, and how we can improve our service to you.

Alberta Blue Cross has taken an innovative approach of submitting claims electronically. We now offer electronic claim submission capabilities for chiropractic claims for our employer sponsored group and individual health plan customers.

This easy-to-use and secured web site is available at no cost to all chiropractic providers across Alberta.

Alberta Blue Cross already provides the convenience of electronic claim submission to provider communities including optical providers, dental offices and chiropractors and the vast



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Overview **Enter claim** Reports Resources Your profile

**Enter claim - Chiropractic for multiple service dates**  
Enter details

Patient information

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

Claim details

Service date (YYYY-MM-DD):

Service:

Total cost (\$):

Practicing chiropractor (Last name, First name):

Service date (YYYY-MM-DD)	Service	Total cost (\$)	Practicing chiropractor	
2011-11-08	Chiropractic x-ray	100.00	Chiropractor	<a href="#">Modify</a> <a href="#">Remove</a>
2011-11-10	Chiropractic treatment	75.00	Chiropractor	<a href="#">Modify</a> <a href="#">Remove</a>
2011-11-15	Chiropractic treatment	75.00	Chiropractor	<a href="#">Modify</a> <a href="#">Remove</a>
		<b>\$250.00</b>		

Claim information

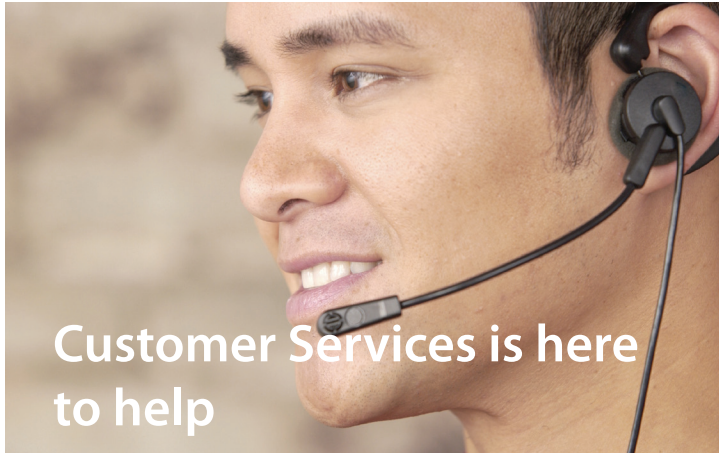
Is the patient entitled to receive comparable benefits from any other insurance company, health benefits company or Alberta Blue Cross Plan?  Yes  No

continued on next page

## Review statements carefully

By carefully reading the statement you receive after electronically submitting a claim, you will find it provides explanations of the claim assessment and will save you the trouble of calling for further details.

The statements provide detailed assessment information and a full explanation of benefits for your patient. If the full amount of the claim was not paid, the statement will indicate the reason why. For example, a maximum has been met or the patient was not eligible for a particular service.



### Customer Services is here to help

If your patients have any questions about their Alberta Blue Cross benefit coverage or claim payment, please have them call the Alberta Blue Cross Customer Services department at 1-800-661-6995. The Provider Relations department answers questions for health providers whereas our Customer Services department has all plan member information readily available and can answer any questions your patient may have in a friendly and efficient manner.

The Alberta Blue Cross Customer Services department can be reached at 1-800-661-6995 from 8:30 a.m. to 5 p.m. Monday to Friday (Mountain Time).

## Have you made an error on a submitted claim?

Errors on electronically submitted claims do sometimes occur and can be quickly rectified. Alberta Blue Cross conducts payments runs on electronically submitted claims every two weeks. If you notice that you have made an error on a claim and can identify it before our cheque run occurs, we can cancel it and allow you to resubmit a corrected claim.

A claim cancellation request must be e-mailed to [healthinq@ab.bluecross.ca](mailto:healthinq@ab.bluecross.ca) and include the following:

- the patient's Alberta Blue Cross ID number
- the service date
- the document/claim number
- the full claimed amount

You will be notified once the claim has been cancelled.

It is important to send your cancellation request as soon as you realize an error has occurred. If your cancellation request arrives after our schedule payment run, a claim reversal must be completed. Please contact Health Services Provider Relations at 1-800-588-1195 for more details.

## Paper claim submission procedure

Occasionally, claims cannot be submitted electronically due to the patient's benefit plan or the particular services involved. For those claims that can't be sent electronically, please have the Alberta Blue Cross plan member pay your office at the time of the appointment for the services rendered. They must then complete an Alberta Blue Cross claim form and submit it to Alberta Blue Cross for reimbursement. Claim forms may be found on our web site at [www.ab.bluecross.ca](http://www.ab.bluecross.ca).



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