



If your office isn't already submitting claims online to Alberta Blue Cross, **get started today!**

Join the thousands of providers who are already taking advantage of online claims submission.

Save money

When you sign up for online claims submission, you could save money! You are likely charged a fee every time your patient pays with a credit card. When you submit claims online, your patient pays only what their Alberta Blue Cross plan does not cover. When you charge less to your patient's credit card, you could pay lower transaction fees. There are no fees to sign up or submit to Alberta Blue Cross for the provider or the member.

Guaranteed payments

You are guaranteed to receive payments daily when you submit claims online. Payments are sent by direct deposit, that way your payments are deposited directly into your bank account.

Claiming is simple

Submitting a claim online to Alberta Blue Cross is quick, easy and secure. Once you have verified your patient's identity, you simply submit the claim for processing. Within seconds, results are displayed confirming the amount the benefit plan pays. You can verify how much your patient's Alberta Blue Cross benefit plan will cover before proceeding with the product or service.

Satisfied patients

With online claim submission, your patient is required to only pay the portion not covered under their benefit plan. Within seconds of submission, results will be displayed.

Your patients' information is protected

At Alberta Blue Cross, we take privacy seriously. When you submit a claim to us, your patients' personal information will not be forwarded to a third party for processing. We look after all claims assessment and if there are any inquiries, a provider relations representative will be glad to assist you. As well, all of our call centers are in Canada.

Advanced reporting

Comprehensive reports can be accessed in your secure portal, such as the Outstanding Payment Report, Payment History Report, Patient Claim Statements, Provider Statement/Summary and Payment History.

Directory listing

You will be listed on our website and mobile app as a direct bill provider.

Help the environment

Reduce paper consumption by only printing the reports you need.

Support

Alberta Blue Cross offers phone support as well as email support. Our regular office hours are Monday to Friday, 8:30 a.m. to 5 p.m. Mountain Time. If you have any questions, please visit ab.bluecross.ca or contact Alberta Blue Cross Health Provider Relations at 780-498-8083 (Edmonton and area) or 1-800-588-1195 (toll free). Email: healthinq@ab.bluecross.ca

