

Important information for physiotherapists



Introducing electronic claims submission for physiotherapy claims



Alberta Blue Cross is pleased to announce that effective October 18, 2010, we will introduce online claim submission capabilities for eligible physiotherapy claims through our employer group and individual health plans.

This convenient service will be delivered through our easy-to-use secure web site, and will be available at no cost to all physiotherapists across Alberta.

With online submission, you have the convenience of direct billing for eligible services for your patients with Alberta Blue Cross coverage. This means your patients no longer need to pay out-of-pocket for the portion covered by their plan. They will still be responsible for any co-pay or deductible amounts.

Online submission of physiotherapy claims provides great advantages for both your office and your patients.

- Secure and build your customer base
- Provide greater convenience for your patients
- Receive prompt payment
- Verify patient eligibility instantly
- Save money for your business

To advise our plan members of the availability of direct billing for eligible physiotherapy services, we will be informing Alberta Blue Cross employer group plan sponsors and individual health plan participants about this initiative through our customer newsletters. The names of providers participating in electronic claims submission will be listed on our web site, and will also be available through our Customer Services department.

Please watch for more details about electronic submission of physiotherapy claims to be mailed to your office in early October.

Alberta Blue Cross already provides electronic claim submission to dental offices, pharmacies, optical providers and chiropractic providers. We are excited to be able to now extend this same convenience to physiotherapists!

Determination Of Need forms no longer required

Based on feedback from our plan members, physiotherapy clinics and employer group sponsors, Alberta Blue Cross has changed its claim adjudication requirements for physiotherapy treatments and services.

As of July 16, 2010, Alberta Blue Cross no longer requires a signed *Determination Of Need* (DON) document from a physiotherapist in order for claims to be processed. This change will streamline the claiming process for both plan members and providers.

If your patients recently had physiotherapy claims rejected because they did not include a DON, please advise them to resubmit the claims without the DON as it is no longer needed.

Physiotherapists should continue to access any and all available public funding and should only submit a claim to Alberta Blue Cross if the service rendered is not eligible through a publicly-funded program.

We look forward to providing your office with the convenience of electronic claim submission!