

March 2012

Important notice

The Alberta Blue Cross Interactive Voice Response (IVR) system will no longer be available as of July 1, 2012.

Our records indicate that your office uses the Alberta Blue Cross IVR system to obtain preauthorization of vision benefits for your patients covered through programs offered by Alberta Human Services and Assured Income for the Severely Handicapped (AISH).

IVR was introduced in 1993 to provide a convenient method of retrieving patients' benefit and eligibility information through the telephone. Today, the majority of Alberta optical providers submit claims—and obtain eligibility information through preauthorizations—through our online claims submission service, which is a simple, no-cost system available to optical providers since 2008.

Since the functionality and convenience of the online service is continually being expanded and upgraded, the technology available through the telephone is outdated and no longer provides a beneficial service to our valued partners.

As you have not registered for the Alberta Blue Cross online claims submission service, we would like to invite you to do so right away.

Through the online system, obtaining a preauthorization for patients covered through programs offered by Alberta Human Services and AISH is as simple as a click of your mouse.

The online system also allows you to obtain predeterminations for plan members covered through our individual health plans, our group plans and the Alberta School Employee Benefit Plan (ASEBP). Please be aware that a predetermination only confirms the patients benefit coverage at that point in time; it is not a guarantee of payment.



If you have any questions about the termination of the IVR system or online claims submission and the registration process, please contact Alberta Blue Cross Health Services Provider Relations at 780-498-8083 (Edmonton and area) or 1-800-588-1195 (toll free).

Online submission of optical claims provides significant advantages for both your office and your patients.

• **Enhance convenience for your patients**

Your patients will no longer need to pay out-of-pocket for their entire optical claim, then wait to be reimbursed for the portion covered by their benefit plan.

• **Verify patient eligibility instantly**

Through our easy-to-use secure web site, you can predetermine patient coverage and confirm the amount Alberta Blue Cross will pay to your office, as well as the amount you will need to collect from the patient. Processing results are displayed immediately.

• **Receive prompt payment**

You are assured of prompt payment directly from Alberta Blue Cross.

• **Reduce paper consumption**

Substantially reduce the amount of paper your office uses and reduce paper file storage requirements.

• **Enhance your office administration**

You have access to valuable online reports and are able to view outstanding claims and payment records.

• **Secure and build your customer base**

Retain existing customers and gain a competitive advantage over providers who may choose not to submit claims online. Names of providers participating in online claims submission are listed on our public web site, and all providers who register will receive desktop signage and window decals to indicate your office provides this convenience.

• **Save money for your business**

You can bill Alberta Blue Cross directly for eligible amounts rather than processing the amount as credit card transactions. On a \$200 amount, this saves your business \$6 per transaction—which can add up over the course of a month to hundreds of dollars in savings for your office.

Enclosed is a registration package which includes a user guide, a registration form and a direct deposit form.

IMPORTANT: Don't delay! The IVR telephone system will no longer be available after July 1, 2012 so please take action and register for online claims submission.

Alberta Blue Cross strives to apply technology that offers the greatest efficiencies and best practices in support of the programs and services we deliver. You are encouraged to use online claims submission and discover all of the advantages it can offer both you and your patients.



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