

For your information...



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

If your office is still using the Alberta Blue Cross Interactive Voice Response (IVR) system, please be aware that it will be permanently shut down as of July 1, 2012.

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 preauthorizations through our online claims submission service, which is a simple, no-cost system available to optical providers since 2008.

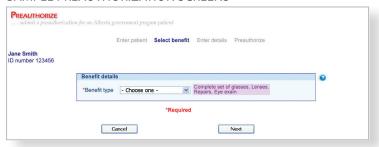
If your office still uses the Alberta Blue Cross IVR system to obtain preauthorization of vision benefits for patients covered under programs offered by Alberta Human Services and Assured Income for the Severely Handicapped (AISH), please note that this technology will no longer be available as of July 1.

Since the functionality and convenience of the online service is continually being expanded and upgraded, the technology available through the telephone is now outdated.

As your office is currently registered for online claims submission, your preauthorization requests can be obtained through the Alberta Blue Cross online claims submission service.

Please see samples (on the reverse side of this page) of the online claims submission preauthorization screens. These screen samples can also be found in your online claims submission user guide, which you would have received when you registered.

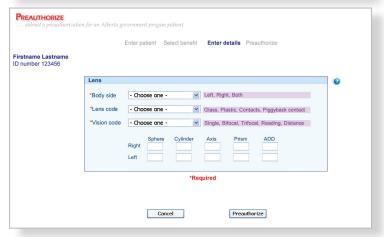
SAMPLE PREAUTHORIZATION SCREENS



Select the benefit from the drop down menu.



Choose the applicable lens and vision code from the drop down menu and any prescription information if required.



Enter the applicable information for the specific patient.



This screen displays the preauthorization results which can be printed or reviewed at a later date in the reports section.

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 make the most of online claims submission and discover all of the advantages it can offer both you and your patients.

