



Alberta Blue Cross to administer optical claims for Government of the Northwest Territories clients

Effective Thursday, March 1, 2012, Alberta Blue Cross will administer all optical claims for clients under the Seniors and Specified Disease Conditions programs sponsored by the Government of the Northwest Territories. This is in addition to the Métis Health Benefit program, which Alberta Blue Cross already administers.

Claiming process

The claiming process for optical services and supplies will not change significantly. Providers are required to complete a Government of the Northwest Territories Optical Services PRIOR APPROVAL FORM and either mail it to Alberta Blue Cross at the address below or fax it to 780-498-3546 (Edmonton and area) or 1-855-498-3546 (toll free). An approval number will be issued when the request is approved. When claiming, please mail a completed Government of the Northwest Territories Optical Services Claim form with the following information:

- Approval number
- Northwest Territories (NWT) Health care plan number
- Patient name
- Date of service
- Product/service code
- Quantity
- Claimed amount

Please note that all claims with service dates on or after Thursday, March 1, 2012 should be submitted to Alberta Blue Cross. Prior Approvals for eligible products/services that were previously issued by the Health Services Administration office in Inuvik will be honoured if you supply the prior approval number when claiming.

Alberta Blue Cross will reference the Non-Insured Health Benefit (NIHB) rules and guidelines when assessing prior approval requests and claims.

Forms

Attached with this announcement is a copy of the Government of the Northwest Territories Optical Services PRIOR APPROVAL FORM and a copy of the Government of the Northwest Territories Optical Services Claim form. These forms are available in the optical provider section of the Alberta Blue Cross web site at www.ab.bluecross.ca/providers/provider-optical-home.html.

Online claims submission

Alberta Blue Cross offers online claims submission for optical providers and would like to offer you the opportunity to register. This convenient service is delivered through an easy-to-use secure web site and is available at no cost to all optical providers across Alberta and the Northwest Territories. For more information about online services for optical providers visit our web site at www.ab.bluecross.ca/providers/provider-optical-home.html.

Contact us

Alberta Blue Cross
Health Services Provider Relations
10009-108 Street
Edmonton, AB
T5J 3C5

Edmonton and area: 780-498-8083
Toll free: 1-800-588-1195
Fax: 780-498-3546
Fax (toll free): 1-855-498-3546
E-mail: opticalinq@ab.bluecross.ca

Our regular office hours are Monday to Friday, 8:30 a.m. to 5 p.m. Mountain Time.