

blue Line



SUMMER 2012

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BLUELINE... YOUR CONNECTION TO ALBERTA BLUE CROSS

Submit your claims online

In our commitment to deliver an unparalleled member experience to our customers, over 90 per cent of all claims submitted to Alberta Blue Cross—including claims from pharmacies, dental offices, ambulance providers, vision care providers, chiropractors and physiotherapists—are sent directly to Alberta Blue Cross and adjudicated electronically in just seconds at the time of service. This saves you the hassle of having to pay the full amount of your claim out-of-pocket and then submit a claim for reimbursement.

Alberta Blue Cross leads the benefits industry in the provision of direct billing.

However, in instances where you might need to still submit a claim form to Alberta Blue Cross for reimbursement, we're about to make the claiming process a whole lot easier!

Effective July 3, 2012, you can submit eligible drug, vision and health benefit claims for reimbursement online via our secure member services web site.

Now you can take advantage of a full range of paperless options including:

- submitting your eligible claims online to receive reimbursement within two business days,

- signing up for direct deposit to have your claim payments deposited directly into your bank account, and
- signing up for paperless claim statements to receive e-mail notifications of your statements available on our web site.

Just sign in or register at www.ab.bluecross.ca/online_services to take advantage of a full range of paperless options and enjoy the convenience of having your claims reimbursed faster than ever.

Please note that online claim submission is subject to measures to ensure the eligibility, legitimacy and accuracy of submitted claims. One such measure is the random selection of certain claims for review. When you submit a claim online for reimbursement, you will see a page that will indicate whether your claim has been accepted, declined or needs to be reviewed prior to reimbursement.

Submit your claims for reimbursement online

www.ab.bluecross.ca/online_services

Ride together this summer

Life can get pretty hectic sometimes but it's important to set aside a few hours a week to enjoy the outdoors because before we know it, winter will be creeping up on us again. Staying active and exercising as a family helps to develop good habits in children that can last a lifetime. Bicycling is a healthy outdoor activity that the entire family can enjoy together.

Bike riding is a great way to get exercise and fresh air, as well as spend time with your family; however, it is also important to stay safe and abide by the rules of the road while cycling.

Bike safety reminders:

- Always wear a helmet, regardless of your age.
- Buy a bike that fits right and check it often to make sure it's safe.
- Make sure you are riding in an area where motorists can clearly see you. Add reflectors to your bike so you can be seen at night and wear light-coloured clothing so you're easily spotted.
- Learn and follow the rules of the road including stopping at stop signs and looking both ways before crossing the street.

Return undeliverable addresses to:

Alberta Blue Cross
10009 108 Street
Edmonton, AB T5J 3C5

Publication mail agreement: 40062397

Make the most of your health with the Health & Wellness Companion

The Alberta Blue Cross Health & Wellness Companion provides you with accurate health-related information you can trust. With extensive health-related resources at your fingertips, you have access to a variety of health assessments, an innovative symptom checker and a comprehensive health resource library and prescription drug information database. Plus, if you're interested in getting the latest health information, you can subscribe to receive monthly news updates by e-mail or simply by reading the updates on the web site.

Through our Companion, you can also create and maintain your electronic Personal Health Record to track emergency contacts, medical history and condition, allergies, immunizations and more medical information. Since the record is managed exclusively by you, you determine how much or how little information you want it to contain. You can access or update your record anytime and even share it in part or in whole online with your physician.

To access the Health & Wellness Companion, visit www.ab.bluecross.ca, navigate to the Health & Wellness Companion section and sign in using your current Alberta Blue Cross ID number.



Tips to protect your home while away on vacation

Protect both your house and your peace of mind during your summer vacations by following these easy suggestions for protecting your home if you are going to be away for an extended period of time.

- Cancel the newspaper and suspend your mail delivery while you're away or ask a friend to pick up your newspaper and mail every couple of days.
- Hire someone to mow your lawn.
- Ask a friend or relative to check on your home regularly.
- Use timers on your lights to give the impression that someone is home, and install motion-sensor lights outside.
- Consider leaving a vehicle of your own in the driveway instead of inside the garage, or asking a neighbor to use your driveway while you're gone.
- Leave a house key with a friend or neighbour—not hidden outside.
- Turn the water heater to its vacation setting.
- Ensure all windows, doors and garage are locked and secure before you leave.
- Unplug all electronics including televisions, coffee maker and computer to protect them from power surges.
- Don't post your vacation plans, especially the dates, on social networking sites; you don't want the wrong person to have access to that information.

Let us know if you move

It's important to notify Alberta Blue Cross of any change in your address so that we can keep our files up-to-date and avoid sending potentially sensitive health information to an incorrect person. If you are planning on moving, please let us know. It is your responsibility to ensure we have your current information.

How to change your address online:

- go to www.ab.bluecross.ca/online_services.html,
- select the Individual plan member tab,
- sign in to the secure web site,
- visit the Personal, banking and ID card info section, and
- proceed to update your address information.

If you don't have access to the Internet, or you need to change your address, you can quickly and easily change your address by calling Alberta Blue Cross Customer Services toll-free at 1-800-661-6995.

Connect with us on social media

If you're on Facebook or Twitter, please take a moment the next time you're online to connect with us by liking or following Alberta Blue Cross. You'll get access to regular information updates, we'll keep you informed regarding potential plan or coverage changes, we'll share tips to help you make the most of your coverage and we'll offer interesting health news as well as details of our ongoing community involvements. Connect with us today!





Access your claim and benefit information online anytime

Alberta Blue Cross's web site, www.ab.bluecross.ca, offers much more than general information about our plans and services. It also has claim forms and claiming tips for plan members and is the gateway to a range of password-protected, secure services. On our secure web site, not only can you find answers to your questions about benefits, but you can also do the following:

- View a **summary of completed claims**.
- Check **claim reimbursement status**.
- View claim statements for the past 24 months.
- **Check coverage levels** and when you are next eligible for vision and dental services.
- Print claim forms.
- **Update your mailing address**.
- Arrange to have your claim payments deposited directly into your bank account.
- Print or order additional ID cards.

Please visit www.ab.bluecross.ca/online_services to start using this convenient service.



Coverage that counts

Emergency medical coverage is a must when you are planning a trip abroad, or even when you're simply travelling to Manitoba to visit relatives or for a holiday in the Maritimes. Unexpected illnesses or accidents can happen anywhere. Your trip may keep you within Canada but when travelling outside of Alberta, you could still end up with large medical bills not covered by provincial health care. In the past, Alberta Blue Cross has paid over \$15,000 just to transport one patient back to Alberta by air ambulance.

If you're planning on travelling outside Alberta, get emergency medical coverage from Alberta Blue Cross before you go. You will enjoy your trip more knowing that you have affordable protection against the high cost of surprise illness, accident or injury.

Our out-of-province emergency medical coverage also includes travel assistance services. This service includes emergency response in most major languages; arranging transportation home (if medically permissible); assistance in locating an appropriate physician, clinic or hospital; monitoring your medical treatment and keeping your family informed. It will also provide information and coordinate payment to the hospital and physician.

All Individual Health Plan members are eligible for a 10 per cent discount on Alberta Blue Cross out-of-province emergency medical travel coverage.

For the protection you need this summer, call Alberta Blue Cross today at 1-800-661-6995.

More Albertans trust Alberta Blue Cross for travel coverage than anyone else—because your health is our *only* business.

SUMMER BARBEQUE RECIPE

Turkey kabobs with wine sauce

Ingredients:

- 3/4 cup dry white wine
- 1/4 cup oil
- 1 tbsp lemon juice
- Minced garlic cloves
- 1/4 tsp rosemary, salt and pepper
- 2 tsp oregano
- 1 1/2 lbs boneless Alberta turkey breasts or thighs
- Red, green or yellow pepper, cut into one-inch squares
- Medium onion, quartered
- Small zucchini, cut into chunks
- 8-16 cherry tomatoes
- 2 tsp cornstarch
- 1/3 cup cold water

Method:

Cut turkey into 16 one-inch cubes. In a large bowl, combine marinade ingredients (first six ingredients). Pour marinade over turkey. Cover and refrigerate for four to five hours. Add vegetables after three hours of marinating. Alternately skewer turkey and vegetables on four skewers. Reserve marinade. Grill over medium heat 10 to 15 minutes. Turn kabobs and brush frequently with the marinade. In a skillet, combine cornstarch with cold water; mix in reserved marinade. Bring to boil, stirring constantly, until sauce thickens. Serve kabobs with thickened sauce.

Makes six servings.

Source: www.albertafarmfresh.com

Promoting the health of Albertans

As an Alberta-based and community-minded organization, Alberta Blue Cross is passionate about making a genuine difference in communities across our province. We live in the communities we serve, and we serve in the communities in which we live.

One of the key elements of our community involvement approach is leading and supporting province-wide health and wellness projects and initiatives, to promote and support the health of Albertans. Here's a look at some of our current and upcoming involvements.

Supporting Albertans with arthritis

Did you know that arthritis is now the most common cause of disability in Canada among working-age individuals? With the number of Albertans living with arthritis growing rapidly and arthritis-related costs to our health care system increasing exponentially, Alberta Blue Cross is partnering with the Arthritis Society Alberta division to sponsor community education forums that will be held in Edmonton and Calgary during Arthritis Month in September 2012. Additional forums will be held in Red Deer and Grande Prairie in the fall. For more information about arthritis or these upcoming forums, visit www.arthritis.ca or contact the Arthritis Society at 1-800-321-1433.

Raising awareness about MS

Multiple sclerosis (MS) is an autoimmune, degenerative, neurological disease that often affects a person's abilities to walk and also often results in other problematic disabilities. MS touches the lives of many Albertans—as Alberta has the highest rate of MS in the world. On September 28 and 29, 2012, the MS Society of Alberta will host its annual MS Connections Conference in Calgary to provide information on a wide variety of MS-related topics. Alberta Blue Cross is pleased to be a sponsor of this event. For more information about the conference, please visit www.mssociety.ca/alberta.

Promoting vision health

In spring 2012, Alberta Blue Cross sponsored a campaign with the CNIB Alberta to raise awareness and provide information about age-related macular degeneration, the leading cause of vision loss among Albertans. This campaign included public information sessions held in Edmonton and Red Deer, with additional sessions to be held in Calgary and Lethbridge in the fall. For more information, please visit the CNIB at www.cnib.ca/en/alberta.

Encouraging active living

From July 26 to 29, 2012, Lethbridge will host the 2012 Alberta Summer Games attracting thousands of athletes and spectators from across the province to participate in this event. Alberta Blue Cross is pleased to be a sponsor of the 2012 games, in the interest of supporting health and promoting active living. For more information about the games, visit www.2012albertasummergames.ca.

Alberta Blue Cross was also pleased to sponsor of Alberta Winter Walk Day held in February 2012. Winter Walk Day is an annual province-wide initiative to get Albertans up and moving during the winter months—celebrating our Alberta winter while promoting the year-round health benefits of walking. This year over 110,000 Albertans—including schools, workplaces, seniors' centres and community groups—participated. We also organized a noon hour walk for our own employees, with over 150 Alberta Blue Cross staff participating.

A partner for life

While Alberta Blue Cross has long supported Canadian Blood Services by promoting employee blood donations, in 2012 we formalized our commitment by joining the Partners For Life program. Since we launched this program, we have already had more than 60 employees register to participate and are on track to achieve well over the 100 donation goal we have set for 2012.

Addressing the challenges of obesity

Obesity is a chronic disease that affects about one million Albertans, or over 25 per cent of the province's population. It is the most pervasive, progressive and serious of chronic diseases facing our province, and is linked to 22 other chronic diseases. In the recognition that obesity is a key health issue facing Albertans, in spring 2012 Alberta Blue Cross entered a partnership with the Canadian Obesity Network to work together to address this important health issue.

Alberta Blue Cross is the first benefit carrier in Canada to join this network.

For more information about Alberta Blue Cross's community involvements, please visit our web site at www.ab.bluecross.ca.



You ask... we answer

I used my vision coverage to purchase new glasses last year; how can I find out when I am eligible for vision benefits again?

You can now find this information online. The Alberta Blue Cross secure web site for plan members at www.ab.bluecross.ca/online_services is available seven days a week to give you the answers you need. Other vision benefit information you can find online includes how much vision coverage you or your dependents have, how much each individual has used so far and details about maximums and percentages payable.

Do I need to purchase travel coverage if I'm travelling outside of Alberta, but still within Canada?

It is always recommended that you purchase travel coverage regardless of where you are travelling. Alberta Blue Cross travel plans offer additional benefits including air ambulance, return of your vehicle, and friend or family hospital visit. Individual health plan members are eligible for a 10 per cent discount on Alberta Blue Cross out-of-province emergency medical travel coverage.

Do I need to carry my Alberta Blue Cross ID card when I go to get a prescription filled at the pharmacy?

We recommend that you carry your Alberta Blue Cross ID card with you at all times. Be sure to show your card every time you go to the pharmacy to take advantage of direct billing for prescriptions, to receive Least Cost Alternatives and to ensure you are billed according to the terms of the Alberta Blue Cross Pharmacy Agreement. However, if you don't have your card with you, simply pay for the eligible expense yourself and then submit for reimbursement online at www.ab.bluecross.ca/online_services.

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If you have a question you'd like to see answered in a future issue of the *BlueLine*, e-mail us at blueline@ab.bluecross.ca.



Taking a bite out of Alberta

Eating local foods is not only better for your health, but also for the environment. You'll leave behind a vastly smaller carbon footprint because you're not buying imported food which has been shipped thousands of kilometres to get to your 'local' food store.

Support sustainable food production by buying from local farmers and farmers' markets or by seeking local products at your grocery store. Farmers' markets offer a full range of fresh produce and you can find everything from eggs and meat to fruit and vegetables, plus much more.

For a list of Alberta markets, visit www.albertamarkets.com

Did you know Coleman, Alberta is home to the world's largest piggy bank?

This large bank is constructed from an old steel locomotive, once used to pull coal cars. A sign above the train states "Proceeds for Community Work" and donations go to the Coleman Lions Club. If you find yourself driving by the small town of Coleman this summer, make sure you stop in and drop a coin in the world's largest piggy bank.

Coleman is the furthest west town in the Crowsnest Pass, and is the last major stop before crossing the Continental Divide into British Columbia.



It's colouring time!

Summer is here and that means the return of our super popular summer colouring contest for kids. If you like colouring, painting and drawing pictures, Alberta Blue Cross invites you to take part in this exciting contest.

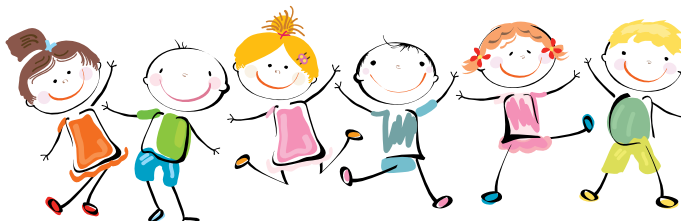
Just create a picture of a healthy activity you and your family have enjoyed this summer. You can be as creative as you like; use glitter, glue, colour, stickers or any materials that you think would make your piece of art great.

All participants will receive a special Alberta Blue Cross prize. First, second and third prizes will also be awarded in age three to five, six to nine and 10 to 13 categories.

Deadline for entries is September 7, 2012.

Contest rules:

The contest is open to children of Alberta Blue Cross individual health plan members. All entries become property of Alberta Blue Cross and will not be returned. Selected entries will be displayed at Alberta Blue Cross and could be replicated in the next issue of the *BlueLine* newsletter.



Mail your entry to:

Kids' Summer Colouring Contest
c/o Alberta Blue Cross
Corporate Communications
10009 108 Street
Edmonton, AB T5J 3C5

Please cut out and attach to your entry.

Name _____

Age _____

Mailing address _____

Telephone number _____

Parent's name _____

Parent's signature _____

Alberta Blue Cross ID number _____



If you have a question about your Alberta Blue Cross coverage, we're as close as your telephone.

Edmonton 780-498-8000
Calgary 403-234-9666
Red Deer 403-343-7009
Lethbridge 403-328-1785
Medicine Hat 403-529-5553
Grande Prairie 780-532-3505

Toll free from anywhere in Alberta
1-800-661-6995

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VISIT US ONLINE

Want to know more about Alberta Blue Cross?
Check out our web site at :
www.ab.bluecross.ca

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