

December 2012

Important information

for health providers

Effective Tuesday, Jan. 1, 2013, benefits for the Alberta Retired Teachers' Association (ARTA) will be administered by the Alberta School Employee Benefit Plan (ASEBP). Alberta Blue Cross will adjudicate health claims on their behalf beginning Jan. 1, 2013.

New identification cards

New ID cards will be mailed to ARTA plan members this month. A sample of the card is shown to the right.

Please use the plan member's unique ARTA ID number and group number that appears on each ARTA ID card when submitting claims.



Submitting claims

If your office offers the convenience of online claim submission, you can verify eligibility on behalf of your patients through the Alberta Blue Cross online system. Please remember to ask your patients for their new ID card to ensure you submit using the correct numbers. With online claims submission, your office is paid directly for amounts covered by this plan. However, plan members are still responsible for any portion not eligible for coverage.

If you still have not signed up for this service, please visit the Alberta Blue Cross web site at www.ab.bluecross.ca/providers/providers-home.html or please contact Alberta Blue Cross Provider Relations at 1-800-588-1195.

ARTA member inquiries

Patients who have questions about their ARTA benefits or claims should contact ASEBP directly. As the plan's administrator, only ASEBP is able to answer a plan member's questions about specific plan benefits and claim adjudication results.



Questions?

If you have any questions about this program or about online claim submission, please contact:

Alberta Blue Cross
Health Services Provider Relations
780-498-8083 **Edmonton and area**
1-800-588-1195 **Toll free**