ALBERTA BLUE CROSS®

AADL RESPIRATORY BENEFITS PROGRAM

AUTHORIZATION USER GUIDE

November 2022

ONLINE AUTHORIZATION AND CLAIMS SUBMISSION

Convenient service, delivered through an easy-to-use, secure website

provider.ab.bluecross.ca/health

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Introduction

Alberta Blue Cross® is pleased to offer online authorization and claim submission for Alberta Aids to Daily Living (AADL) respiratory benefits providers. This convenient service is delivered through an easy-to-use secure website and is available at no cost to respiratory providers across Alberta. Online submission provides the convenience of direct billing for eligible services for your customers with coverage through the AADL program. You are assured of a prompt response directly from Alberta Blue Cross.

Registering for site access

To register for online authorization submission, you must complete the ***request for secure website access*** webform. Details about completing this form can be accessed through our public website at ab.bluecross.ca.

The Provider Services AADL team at Alberta Blue Cross will create your website access based on your completed registration form. To protect your security, a login ID and temporary password will be sent in 2 separate emails to the email address provided on your registration form. Once you have received both of these emails, you can begin serving your patients through online authorization and claim submissions.

Getting started online

Please refer to the information in the emails Alberta Blue Cross sends you when your initial registration is approved. These emails will contain your login ID and temporary password. Navigate to the Alberta Blue Cross AADL website at provider. ab.bluecross.ca/health and enter the login ID and password in the applicable fields. You will be asked to agree to the ***website policy and online billing agreement,*** set up your 2 "reminder questions" and change your temporary password. This information will be used to verify your identity if you forget your password or require information about your account. Subsequent sign-ins will only require your login ID and password.

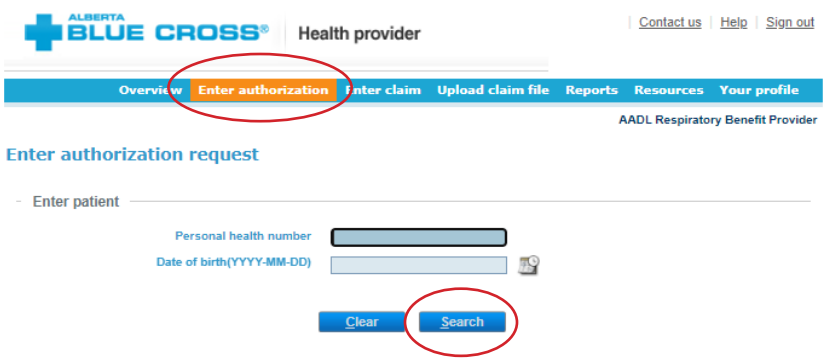
Authorizing online is quick, easy and secure. After validating a patient's identity, you simply submit the authorization for processing. Within seconds of submission, results are displayed. The transaction is then complete.

HELP

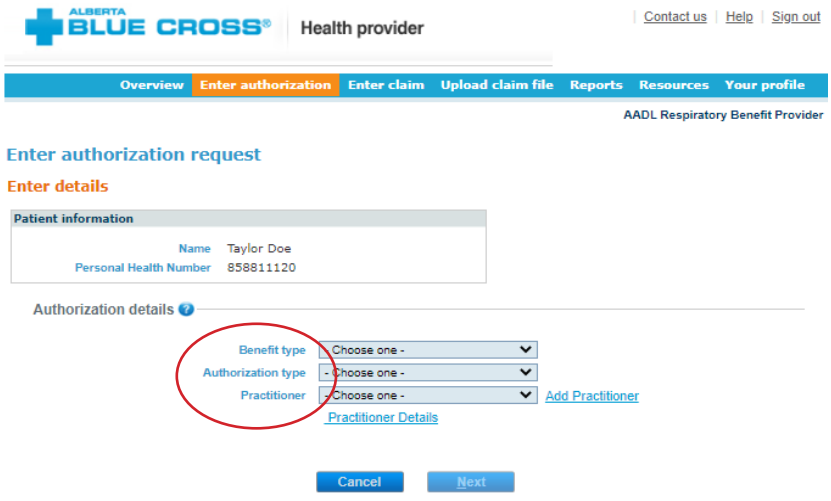
If you have questions about a screen, click on the blue button with a question mark. The help button has answers to questions that are frequently asked about the section.

Submitting and processing an authorization

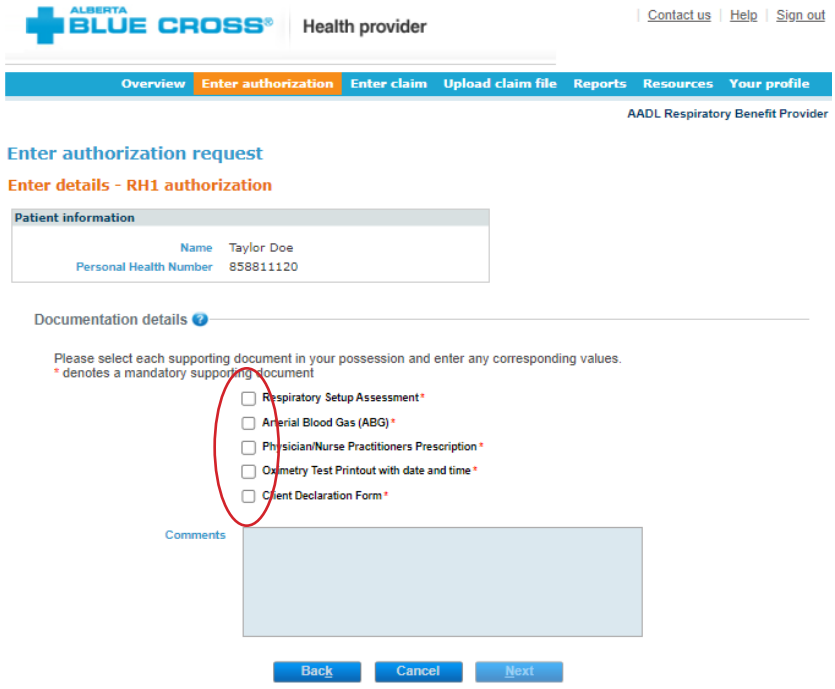
Step 1: Navigate to the ***"Enter authorization"*** menu option and enter the patient's personal health number and birth date. Then click ***"Search"***.



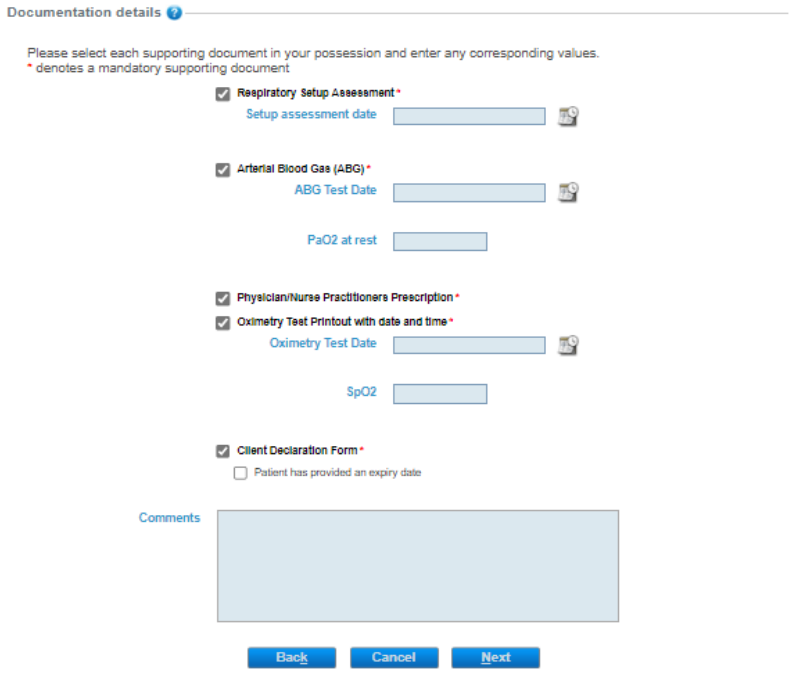
Step 2: Select the ***"Benefit type"***, ***"Authorization type"*** and ***"Practitioner"*** for the authorization submission. Depending on the authorization selected, you may be asked to provide the medical rationale by checking all appropriate options.



Step 3: You will be provided with a list of documents required for the specific authorization being requested. Mandatory documents will be indicated with a red asterisk. Select each box and provide the corresponding documentation.



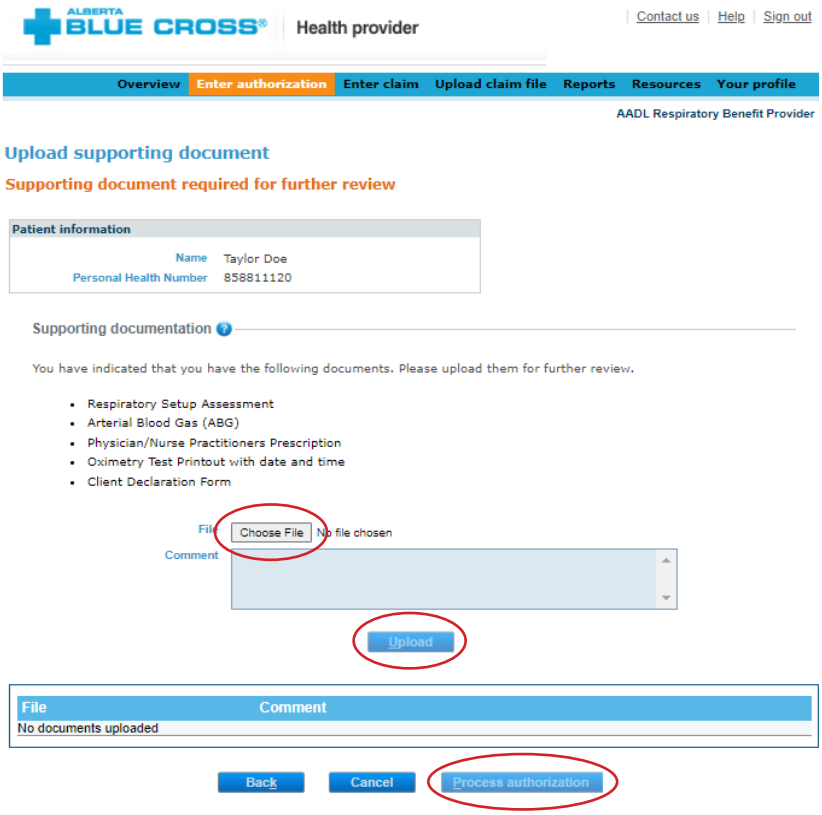
Step 4: As prompted, enter any additional details specific to the authorization selected.

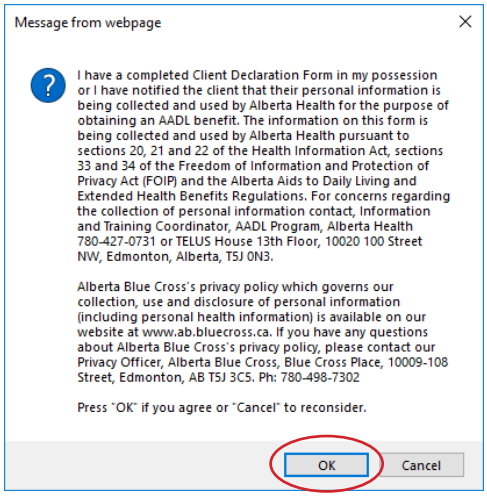


Step 5: You will be asked to upload the documents you have selected. These can be added individually or in a single file, depending on your records.

Click ***"Choose File"*** and select the file. For each file, you have the option to add additional comments. Click ***"Upload"*** and the file will be added to the summary table. You have the option to remove any files that were mistakenly uploaded.

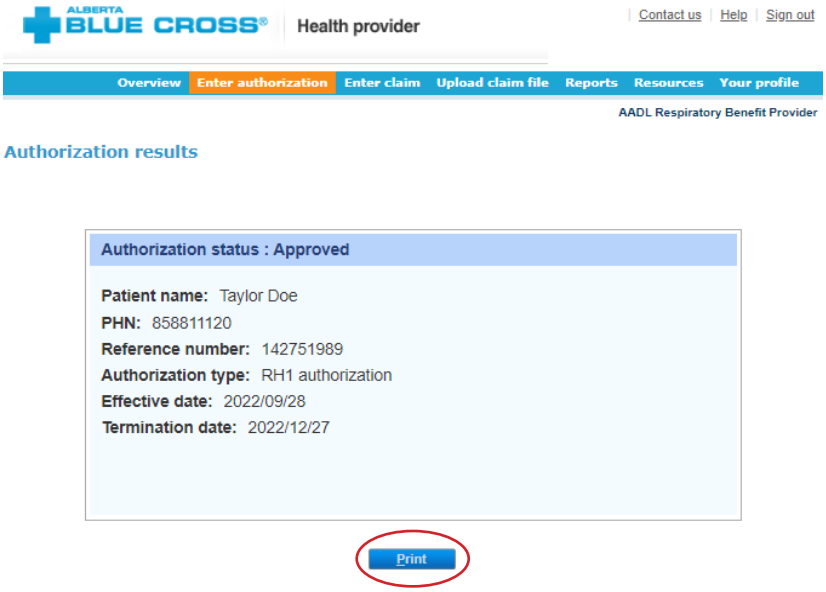
Once all files have been uploaded, click on ***"Process authorization"*** and confirm patient consent in the pop-up window. Click ***"OK"*** to proceed.





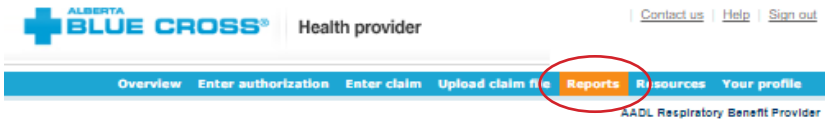
Step 6: You will receive a confirmation from Alberta Blue Cross within seconds of your submission. This will indicate whether your authorization request has been approved, rejected or pended for further review.

A printable copy of the authorization results is available by clicking ***"Print".***



Accessing reports

Navigate to the ***"Reports"*** menu option. This screen allows you to pull up all authorizations for either a specific individual or submitted by your account.

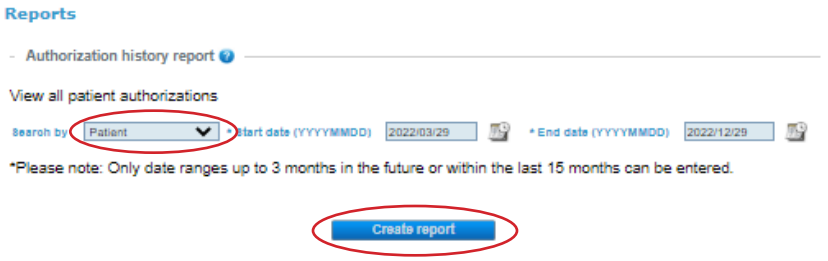


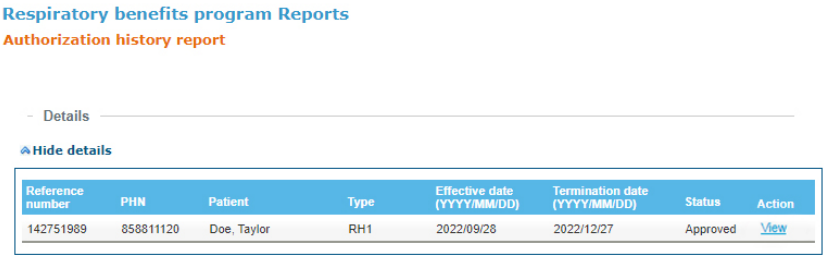
Authorization history report—provider or patient search

To search by provider, select ***"Provider"*** in the drop-down menu. Enter a start and end date for the authorization history you wish to display (these dates must be within the previsions 15 months).

To search by patient, select ***"Patient"*** in the drop-down menu. Enter a start and end date for the authorization history you wish to display (these dates must be within the previous 15 months). When prompted enter the patient's personal health number and date of birth.

All authorizations which are active or were submitted within the specified time are listed on a printer-friendly screen. Reference numbers, authorization types, effective and termination date as well as the status are all available for your reference.



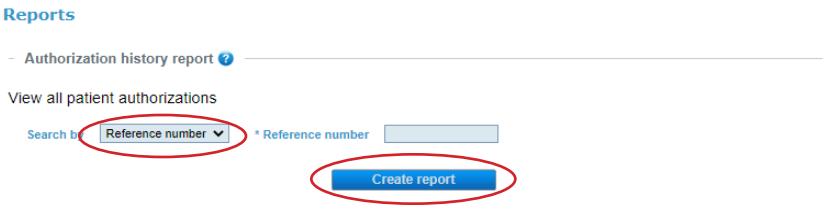


Authorization history report—reference number search

To search by reference number, select ***"Reference number"*** in the drop-down menu and enter the authorization reference number.

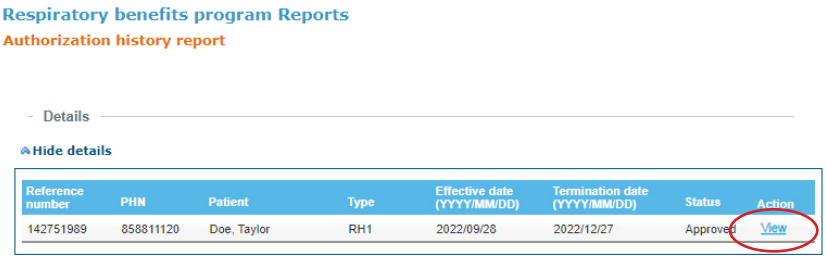
Please note this will yield results for only this specific authorization.

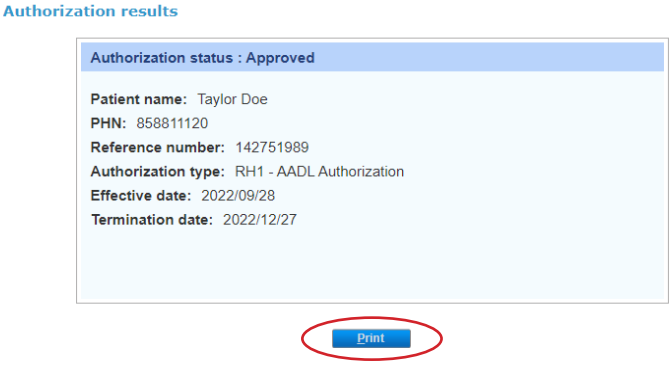
Reference number, authorization type, effective and termination date as well as the status are all available for your reference.



Print summary

By clicking on ***"View"*** in the summary table, you will see a printable version of the authorization. A printable copy of the report results is available by clicking the ***"Print"*** command.





Additional information

Technical information

Using the Alberta Blue Cross AADL website, an internet connection and your browser, you can submit authorizations online at your convenience. Most computer systems today have everything required to use this website successfully.

We're serious about privacy and security

The confidentiality of your records is very important—to you, and to us. You are responsible for your login ID and password. They are intended for your office's use only. We protect your information in various ways, including

- encrypting all information;
- securely delivering your login ID and password;
- denying access to website users after 5 consective, unsuccessful sign-in attempts;
- automatically signing site users out after 30 minutes of inactivity; and
- requiring written authorization before granting access to the Alberta Blue Cross AADL website.

Contact us

For more information about access to the Alberta Blue Cross AADL website, contact the Alberta Blue Cross AADL team.

PHONE

587-756-8629 (Edmonton and area)
1-888-828-8738 (toll free, all other areas)

EMAIL

HealthServicesAADLInquiries@ab.bluecross.ca

provider.ab.bluecross.ca/health

The online claims submission system is available Monday to Sunday, 8 a.m. to 9:30 p.m. MT.
Our regular office hours are Monday to Friday, 8:30 a.m. to 5 p.m. MT.

ALBERTA BLUE CROSS®

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