

AADL RESPIRATORY BENEFITS PROGRAM

CLAIM USER GUIDE

November 2022



ONLINE CLAIMS SUBMISSION

Convenient service, delivered through an easy-to-use, secure website
provider.ab.bluecross.ca/health

Introduction 3

 Registering for site access 3

 Getting started online 3

Submitting and processing a claim 4

Uploading a claim file..... 6

Accessing reports..... 8

 Authorization history report—patient search 8

 Authorization history report—reference number search 9

 Authorization history report—print summary 9

 Outstanding payment report 10

 Payment history report 11

 Patient claim statements 11

 Canceling a claim 12

Additional information 13

 Technical information 13

 We’re serious about privacy and security 13

 Contact us 13

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 and claims 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 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.

If you want payments to be deposited directly into your bank account, please complete the banking information located under “Your profile” in the provider portal.

Claiming online is quick, easy and secure.

After validating a patient’s identity, you simply submit the claim for processing. Within seconds of submission, results are displayed. The transaction is then complete.



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 a claim

Step 1: Navigate to the “Enter claim” menu option and enter the patient’s personal health number and date of birth. Then click “Search”.

ALBERTA BLUE CROSS® Health provider | [Contact us](#) | [Help](#) | [Sign out](#)

Overview Enter authorization **Enter claim** Upload claim file Reports Resources Your profile

AADL Respiratory Benefit Provider

Enter respiratory benefit program claim

- Enter patient

Personal health number

Date of birth(YYYY-MM-DD)

Step 2: If you wish, you can add your invoice number. Enter the claim details by selecting the appropriate benefit type, product category, product, date of service, quantity, total cost. Once you click “Add claim”, you will see the product appear in the summary table. Repeat these steps for each product being considered.

Note:

If a product or service is not related to a specific patient (such as a repair or stock item), please use the generic patient ID.

ALBERTA BLUE CROSS® Health provider | [Contact us](#) | [Help](#) | [Sign out](#)

Overview Enter authorization Enter claim Upload claim file Reports Resources Your profile

AADL Respiratory Benefit Provider

Enter respiratory benefit program claim

Enter details

Patient information

Name Taylor Doe

Personal Health Number 858811120

Invoice details

Invoice number

Claim details

Benefit type - Please choose one -

Service date (YYYY-MM-DD)

Product category - Please choose one -

Quantity

Product - Please choose one -

Total cost(\$)

Service Date	Benefit Type	Product	Quantity	Unit	Total cost(\$)	
2022-09-29	Oxygen	Urban Flat Fee	1.00	Day(s)	10.88	Modify Remove
\$10.88						

Step 3: When you are satisfied with the details you have entered, click on **"Process claim"**.

Confirm patient consent in the pop-up window. Click **"OK"** to proceed.

Service Date	Benefit Type	Product	Quantity	Unit	Total cost(\$)	
2022-09-29	Oxygen	Urban Flat Fee	1.00	Day(s)	10.88	Modify Remove
					\$10.88	

[Cancel](#)[Process claim](#)

Message from webpage

I have a completed Client Declaration Form in my possession or I have notified the client that their personal information is being collected and used by Alberta Health for the purpose of obtaining an AADL benefit. The information on this form is being collected and used by Alberta Health pursuant to sections 20, 21 and 22 of the Health Information Act, sections 33 and 34 of the Freedom of Information and Protection of Privacy Act (FOIP) and the Alberta Aids to Daily Living and Extended Health Benefits Regulations. For concerns regarding the collection of personal information contact, Information and Training Coordinator, AADL Program, Alberta Health 780-427-0731 or TELUS House 13th Floor, 10020 100 Street NW, Edmonton, Alberta, T5J 0N3.


Alberta Blue Cross's privacy policy which governs our collection, use and disclosure of personal information (including personal health information) is available on our website at www.ab.bluecross.ca. If you have any questions about Alberta Blue Cross's privacy policy, please contact our Privacy Officer, Alberta Blue Cross, Blue Cross Place, 10009-108 Street, Edmonton, AB T5J 3C5. Ph: 780-498-7302

Press "OK" if you agree or "Cancel" to reconsider.

[OK](#) [Cancel](#)

Step 4: Once you process the claim, you will receive a confirmation from Alberta Blue Cross within seconds of your submission.

A printable copy of the patient's *claim statement* displays. Click **"Print"**. You must provide the patient with a printed copy of the claim statement.


Health provider

[Contact us](#) | [Help](#) | [Sign out](#)

OverviewEnter authorizationEnter claimUpload claim fileReportsResourcesYour profile

You must provide the patient with a printed copy of this claim statement. Please click below to print.

[Print Alberta Blue Cross Statement](#)



Date: September 29, 2022
Document number: 142751995

We're here to help!
Edmonton and area (780)498-8000
Calgary and area (403)234-9666
Toll free 1-800-661-6995
8:30 a.m. - 5 p.m. MT
www.ab.bluecross.ca

Patient Name: Doe, Taylor
Personal Health Number 858811120

Health claim summary

Total amount claimed	\$10.88
Total amount not paid	\$0.00
Amount paid	\$10.88

Details

Each claim you submit is assessed according to the benefit rules under the Alberta Aids to Daily Living Program.

Patient: Taylor

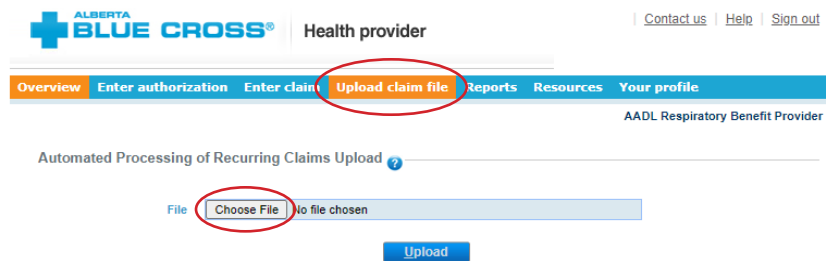
Provider: AADL Respiratory Benefit Provider

Service date (YYYY/MM/DD)	Product or service	Claimed amount	Eligible amount	Paid amount	Explanation number*
2022/09/29	Urban Flat Fee	10.88	10.88	10.88	
Total		\$ 10.88	\$ 10.88	\$ 10.88	

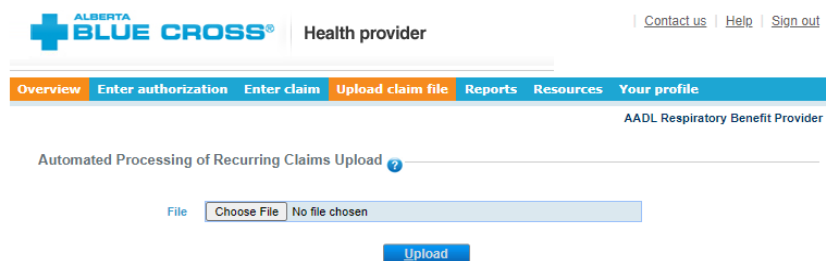
Please retain for your records

Uploading a claim file

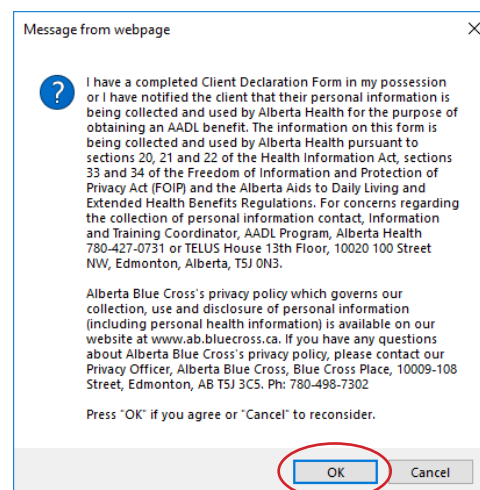
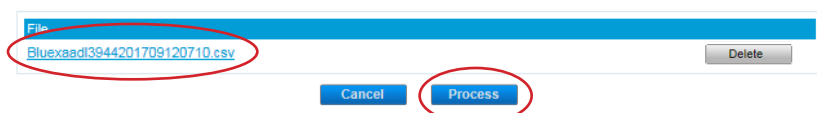
Step 1: Navigate to the “*Upload claim file*” menu option and click on the “*Choose File*” button and select the claim file you would like to upload.



Step 2: The file you have selected will appear in the summary table. You have the option of removing the file if an error has been made.



Step 3: Click on “*Process*”. You will now be asked to confirm that you have patient consent in a pop-up window. Click “*OK*” if you agree to proceed.



Step 4: Once you have added the claim file, you will see the status in the summary table below. Any error reports will also be accessible by clicking on the “View” button.

The screenshot displays the 'Health provider' interface for the 'ALBERTA BLUE CROSS' portal. The navigation bar includes 'Overview', 'Enter authorization', 'Enter claim', 'Upload claim file' (highlighted), 'Reports', 'Resources', and 'Your profile'. The user is identified as 'AADL Respiratory Benefit Provider'.

The 'Automated Processing of Recurring Claims Upload' section features a file upload interface with a 'Choose File' button, a 'No file chosen' status, and an 'Upload' button.

Below this, a 'File' section shows 'No documents uploaded' with 'Cancel' and 'Process' buttons.

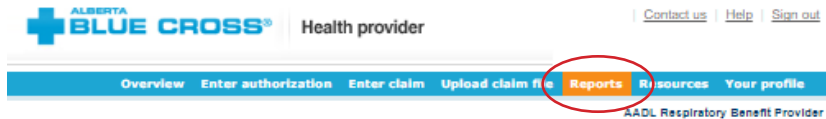
The 'Automated Processing of Recurring Claims Status' section contains a table with the following data:

File	Uploaded date	Status	Errors
Bluexaadl123456202210010101	2022/10/12 09:22	Processed	View

Navigation links '<Prev' and 'Next>' are located at the bottom right of the table.

Accessing reports

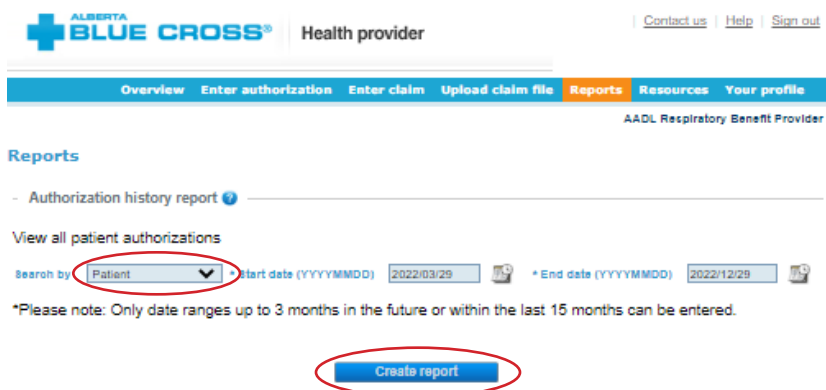
Navigate to the **“Reports”** menu option. This screen allows you to pull up all authorizations for either a specific individual or submitted by your account.



Authorization history report—patient search

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.



Respiratory benefits program Reports

Authorization history report

Details

Hide details

Reference number	PHN	Patient	Type	Effective date (YYYY/MM/DD)	Termination date (YYYY/MM/DD)	Status	Action
142751989	858811120	Doe, Taylor	RH1	2022/09/28	2022/12/27	Approved	View

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.

Reports

– Authorization history report ?

View all patient authorizations

Search by Reference number ▼ * Reference number

[Create report](#)

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.

Respiratory benefits program Reports

Authorization history report

– Details

Hide details

Reference number	PHN	Patient	Type	Effective date (YYYY/MM/DD)	Termination date (YYYY/MM/DD)	Status	Action
142751989	858811120	Doe, Taylor	RH1	2022/09/28	2022/12/27	Approved	View

Authorization results

Authorization status : Approved

Patient name: Taylor Doe
PHN: 858811120
Reference number: 142751989
Authorization type: RH1 - AADL Authorization
Effective date: 2022/09/28
Termination date: 2022/12/27

[Print](#)

Outstanding payment report

Alberta Blue Cross will make payments to your office once daily. The **outstanding payment report** lists all transactions that are remaining to be paid, and allows you to cancel a claim.

To cancel a claim, click the **"Cancel"** hyperlink. If the hyperlink is inactive, either the payment run is in progress or the document has exceeded the cancellation timeframe and the claim cannot be cancelled in the outstanding payment report section.

If you choose to cancel a claim, you will be asked for the reason. A drop-down menu lists the common reasons. If you select **"other,"** please provide the reason. When canceling a claim, all claims associated with the document number must be canceled.

Outstanding payment report ?

View all claims remaining to be paid as of September 29, 2022

Create report

Respiratory benefits program Reports

Outstanding payment report

Provider of service Respiratory benefits program

Need help cancelling a claim? ?

Details

Hide details

Service date YYYY/MM/DD	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number	Action
2022/09/29	Doe, Taylor	Urban Flat Fee	10.88	10.88	142751995	View Cancel
Total			\$10.88	\$10.88		

[Click here to print](#)



Cancellation Review

Please review claims listed below. Enter a cancellation reason and press the Ok button to submit for cancellation. If you no longer wish to cancel the claims listed below, press the Back button.

Details

Need help cancelling a claim? ?

Service date YYYY/MM/DD	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number
2022/09/29	Doe, Taylor	Urban Flat Fee	10.88	10.88	142751995

Cancellation reason

- Select one -
- Select one -
Additional services provided
Claim entered in error
Other

Ok

Ok

Payment history report

Once the transactions have been paid, they will be removed from the **"Outstanding Payment Report"** and will appear on the **"Payment History Report"**. You can view payment history for the last 6 months.

To view a printable version of a summary of a particular payment, select the payment date and click **"Create summary"**. Alternatively, you can enter a start and end date to see a printable report of all payments within the specified dates.

- Payment history report ⓘ

To access your provider summary and claim statement, select the EFT payment date from the below drop-down menu.

Payment Date Choose one - ▾

In order to access provider statements online, please register for direct deposit. To register, visit our website at <https://www.ab.bluecross.ca/pdfs/82928.pdf>

If you are unable to view your biweekly payment statement, please ensure your direct deposit information is current.

Create summary Export summary

ALBERTA BLUE CROSS®

AADL Respiratory Benefit Provider
123-10009 100 ST NW
EDMONTON, AB, T5J0C5

Payment History Report
for March 29, 2022 - September 29, 2022

Provider of service: Respiratory benefits program

Service date (YYYY-MM-DD)	Patient PHN	Patient	Product or service	Quantity	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number	Invoice number
---------------------------	-------------	---------	--------------------	----------	--------------------	-----------------------------	-----------------	----------------

Patient claim statements

To print a copy of the patient's claim statement, enter the patient's personal health number and birth date. Then click **"Search"**. A listing of statements for the specified patient appears.

Click the **"Document number"** hyperlink for a printable summary of the claim.

- Patient claim statements ⓘ

Find a patient and reproduce a Claim statement

*Please note: Only claim statements obtained by the patient within the last year will appear.

Create claim statement

Patient Claim Statements

*Please Note: Only claim statements obtained by the patient within the last year will appear.

Patient information	
Name	Doe, Taylor
Personal Health Number	858811120

Provider of service	Respiratory benefits program	Need help cancelling a claim? ⓘ
---------------------	------------------------------	---------------------------------

Service date	Service	Claimed amount(\$)	Blue Cross Paid(\$)	Document number	Status	Action
2022/09/29	Urban Flat Fee	10.88	10.88	142751095	Outstanding	

To generate a claim statement, select the applicable Document number.
Please note that a statement may include multiple service dates.

PLEASE NOTE

You can reverse a claim that has been previously paid. As long as the date of service is within the last 60 days.

[Overview](#)
[Enter authorization](#)
[Enter claim](#)
[Upload claim file](#)
[Reports](#)
[Resources](#)
[Your profile](#)

Choose another Claim Statement for this individual.

Back

You must provide the patient with a printed copy of this claim statement. Please click below to print.

Print Alberta Blue Cross Statement



Date: September 29, 2022
Document number: 142751995

Patient Name: Doe, Taylor
Personal Health Number 858811120

Health claim summary

Total amount claimed	\$10.88
Total amount not paid	\$0.00
Amount paid	\$10.88

Details

Each claim you submit is assessed according to the benefit rules under the Alberta Aids to Daily Living Program.

Patient: Taylor

Provider: AADL Respiratory Benefit Provider

Service date (YYYY/MM/DD)	Product or service	Claimed amount	Eligible amount	Paid amount
2022/09/29	Urban Flat Fee	10.88	10.88	10.88
Total		\$10.88	\$10.88	

Please retain for your records

Canceling a claim

To cancel a claim, select “Cancel” from the Action column.

If you choose to cancel a claim, you will be asked for the reason. A drop-down menu lists the common reasons. If you select “Other,” please provide the reason.

When canceling a claim, all claims associated with the document number must be canceled.

Patient Claim Statements

*Please Note: Only claim statements obtained by the patient within the last year will appear.

Patient information					
Name		Doe, Taylor			
Personal Health Number		858811120			

Provider of service: Respiratory benefits program
Need help cancelling a claim?

Service date	Service	Claimed amount(\$)	Blue Cross Paid(\$)	Document number	Status	Action
2022/09/29	Urban Flat Fee	10.88	10.88	142751995	Complete	Cancel

To generate a claim statement, select the applicable Document number.
Please note that a statement may include multiple service dates.



Cancellation Review

Please review claims listed below. Enter a cancellation reason and press the Ok button to submit for cancellation. If you no longer wish to cancel the claims listed below, press the Back button.

Details

Need help cancelling a claim?

Service date YYYY/MM/DD	Patient	Service	Amount claimed(\$)	AADL contribution(\$)	Document number
2022/09/29	Doe, Taylor	Urban Flat Fee	10.88	10.88	142751995

Cancellation reason

Select one -

Select one -
Additional services provided
Claim entered in error
Other

Ok

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 consecutive, 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.

