



Information for plan members to help you make the most of your benefits

Do you know which providers are ineligible?

Before you visit a health provider, it's very important that you visit our member web site first to see if the provider is eligible for reimbursement. The ineligible provider list on our site is a quick and easy way for you to determine which providers are ineligible—before you pay.

Access the ineligible provider list at www.ab.bluecross.ca by signing in to your member account and clicking the **"Find out if your provider is eligible"** link. **Claims for products or services provided by ineligible providers won't be covered or reimbursed through your benefit plan.**

Part of Alberta Blue Cross's role in managing and administering benefit plans is ensuring that our service providers follow the rules set out in our Code of Conduct. The majority of health-care providers who deliver products and services to our members conduct themselves professionally and ethically.

We're obligated to ensure that the claims we receive are legitimate and medically necessary. As part of our provider management practice, we ensure that our benefit plans are protected from abuse or misuse by taking action against those



providers whose behaviour may range from suspicious claiming practices to illegal activity.

We actively investigate and pursue all questionable activities and have extensive measures in place to detect and combat plan abuse.

We take a firm stance if a provider's conduct negatively affects your group benefit plan. In these cases, we consider several courses of action—from filing a complaint with the provider's governing body to removing them from our provider eligibility list. In some cases, we may even take legal action. If we remove them from this list, all future claims for products or services from that provider are ineligible for coverage, payment or reimbursement.

Changes coming to the Alberta Blue Cross member services web site

This summer, we'll be updating the sign-in process for the Alberta Blue Cross member web site. As a result, members will be required to go through a short re-registration process.

Why we're doing this

We've heard from those of you who have asked us to make the sign-in process more user-friendly. While there won't be noticeable differences to the site content with this update, you will notice a few changes after re-registering.

1. You will no longer need to enter your group and ID numbers to sign in. You can now choose your own password and login ID to sign in to the member web site (as long as no one else has chosen it). You can even use an email address as your login ID if that's your preference.
2. If you have more than one Alberta Blue Cross benefit plan, you will be able to use one login ID and password to view them all without signing in and out of multiple accounts. To view additional plans, you'll simply have to go to **"Your profile"** and select **"Manage multiple plans"** from the drop-down menu, then enter the other plan's information.

After re-registering, you'll be able to access the same information as before—including direct deposit banking information, claim history and how much of your benefit maximum you've already used. You'll also be able to keep the same password as before, as long as it meets our new security requirements.

These changes will allow us to provide you with even more self-serve and security enhancements.



Orthotics, orthopedic footwear, surgical stockings and breathing monitor claim submission requirements

As you may know, in 2016, we revised our claim submission process for custom foot orthotics, surgical stockings and orthopedic footwear.

When submitting your claims, please be aware of the following requirements:

Custom foot orthotics

1. If your plan requires a physician's written order, you must also submit a copy of a biomechanical assessment completed by a physician, podiatrist, chiropractor or physiotherapist.
2. The foot orthotic must be dispensed by a podiatrist, chiropodist, physiotherapist, chiropractor, pedorthist or orthotist.
3. You must submit a fabrication form completed by the orthotics provider.

Orthopedic footwear

1. If your plan requires a physician's written order, you must also submit a copy of the original prescription completed by a physician, podiatrist or chiropractor outlining the related medical diagnosis.
2. Orthopedic shoes must be dispensed by a podiatrist, pedorthist or orthotist.
3. You must submit a fabrication form completed by the shoe provider.

Surgical stockings

1. If your plan requires a physician's written order, you must submit a copy of the original prescription completed by a physician.
2. Surgical stockings must be dispensed by a licensed medical supplier.
3. You must submit written confirmation from the provider that the surgical stockings have a minimum pressure gradient of 30 mmhg.

Breathing monitors

1. If your plan includes standard durable medical products, breathing monitor claims require a physician's written order and have a frequency limitation of once every three years.
2. To be certain of your coverage, please contact our Customer Services line before purchasing.

To view the new fabrication form and claiming requirements checklist, visit our web site at www.ab.bluecross.ca. Under the "Plan members" drop-down menu, simply click on "Submitting your claims" and scroll down to "Extended health claims."

Get online with us!

If you're not already registered for the Alberta Blue Cross member web site, sign up today. Our site is a secure, easy-to-use, mobile-friendly way to manage your claims online.

- Submit eligible claims online.
- Check the status of your claims.
- Register to receive claim statement notifications by email.
- Sign up for direct deposit for faster claim reimbursement.
- View *Benefits at-a-Glance* for coverage information.
- Access forms pre-populated with your personal information.
- And much more!



Connect with us

Why wait for the next issue of *For Your Benefit*? Keep yourself up-to-date about the latest Alberta Blue Cross news by following us on Facebook, Twitter and LinkedIn or reading our blog, *Blue notes*, at www.ab.bluecross.ca/blue-notes-blog/blue-notes-blog.php. We'll share interesting health news, information about our community sponsorships and tips to make the most of your benefit plan. We'll also keep you informed regarding potential plan or coverage changes.



Edmonton 780-498-8000

Calgary 403-234-9666

Toll free 1-800-661-6995



Have a question about your coverage?

www.ab.bluecross.ca

We're here to help!

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