

A photograph of three healthcare professionals (two men and one woman) in white lab coats standing in front of pharmacy shelves. The image is overlaid with a blue gradient bar.

# Pharmacy provider website

## User guides



### For independent pharmacies

*Access payment reports, special authorization status reports and pharmacy resources through a convenient, easy-to-use and secure website.*

[provider.ab.bluecross.ca/health](http://provider.ab.bluecross.ca/health)

September 2018

This guide is designed to be used in its entirety by a pharmacy owner. However, the user guides related to the administrator and staff accounts can be divided and distributed as needed to the appropriate personnel.

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# Pharmacy provider website user guides—independent pharmacies

With reporting and information management capabilities, this convenient service is easy-to-use, secure and free for pharmacy providers. Once you've registered for the website—and depending on the account access—you can

- view and run payment reports,
- view special authorization status reports,
- update your pharmacy's information,
- manage your online profile, and
- access pharmacy resources.

## Registering for website access

To register for the pharmacy provider website, you'll need to provide the following information:

- the unique 10-character provider ID we assigned to your pharmacy location;
- your pharmacy's postal code and phone number; and
- the last six digits of the bank account number that we have on file for your pharmacy.

## Getting started

You'll be asked to create your login ID and password, agree to the *Terms of Use* and set up your security questions.

Your security questions will be used to verify your identity if you forget your password or require information about your account. For subsequent sign-ins, you'll only require your login ID and password.

### Note

As the pharmacy owner, you are responsible for

- registering up to three accounts (owner, administrator and staff) for your pharmacy location,
- all activity on the website for all accounts, and
- sharing login information with appropriate personnel for both the administrator and staff accounts; owner account login information should **not** be shared with any other personnel.

The pharmacy provider website allows for the registration of up to three accounts. Each account has varying levels of permission as noted below.

Account	Responsible for registering account	Shared account	Can access payment reports	Can access special authorization status reports	Can update pharmacy information	Can view pharmacy resources
Owner	✓	✗	✓	✓	✓	✓
Administrator	✗	✓	✓	✗	✗	✓
Staff	✗	✓	✗	✓	✗	✓

### Note

As soon as you have created an account, **payment summaries will only be accessible through the pharmacy website and will not be mailed to you.**

# Register your owner account in six easy steps

## How to set up your **owner** account

An **owner** account will allow you to access payment summaries and payment reconciliation reports, special authorization status reports and pharmacy resources through the pharmacy provider website. You can also update your pharmacy information and manage your online profile through the website.

### Note

Owners can set up additional accounts by completing the registration process for administrators and/or staff and sharing the login information with the appropriate personnel. Owners should not share owner account login information with any additional personnel and are responsible for all activity on the website. It is up to you to decide what accounts you set up for your pharmacy, although it is recommended that at minimum, you set up an owner account.

### 1 Getting started

Visit the sign-in page at **provider.ab.bluecross.ca/health**.

To view the correct registration page, please ensure that **Pharmacy** is selected in the drop-down menu, then click the "Not registered yet?" link to get started.

ALBERTA BLUE CROSS®

Provider web site

Secure site entrance

Sign in

Provider type: Pharmacy

Login ID

Password

Sign in

Forgotten your password?  
Forgot your login ID?  
Not registered yet?

### Pharmacy role

From the **Pharmacy role** drop-down, select **Owner**.

### Provider ID

Enter the unique 10-character provider ID issued to you by Alberta Blue Cross (case sensitive). For example, AB00005555.

### Postal code

Enter the postal code that Alberta Blue Cross has on file for your location (case sensitive).

### Phone number

Enter the 10-digit phone number that Alberta Blue Cross has on file for your location.

### Bank account information

Enter the last six digits of the bank account number Alberta Blue Cross has on file for your location.

ALBERTA BLUE CROSS®

Services for pharmacy providers

Registration

User registration

To begin the registration process, please choose a role from the drop-down list at the top of the page. You will need to return to this page to complete the registration process for each role.

Pharmacy role: Owner

Provider ID

Location postal code

Location phone number

Last six numbers of pharmacy bank account

Cancel Next

If you are experiencing difficulties, please contact Pharmacy Services at 1-866-969-2859 (toll free).  
Office hours: Monday - Friday, 8 a.m. - 4:30 p.m. Mountain Time

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Privacy | Terms of use

## 2 Email address

Enter your confidential email address. This address will be associated with your owner account profile and strictly used for the management of your online owner account.

### First and last name

Enter your first and last names.

### Note

Where more than one owner account is required, each owner must register separately. Once you've completed your registration, please contact us by phone at **1-866-969-2859** if you need to set up additional owner accounts for access to the website.

ALBERTA BLUE CROSS

Services for pharmacy providers

Registration

User registration

To help us assist with your registration process, please enter the information below.

Enter your e-mail address

Confirm your e-mail address

First name

Last name

Cancel Next

We will use your email address only to provide you with important information and updates required for the efficient administration of your account. The address will not be shared with third parties for purposes other than those indicated above.

If you are experiencing difficulties, please contact Pharmacy Services at 1-866-969-2859 (toll free).

Office hours: Monday - Friday, 8 a.m. - 4:30 p.m. Mountain Time

## 3 Login ID

You will be required to set up a login ID that is between three and 100 characters (case sensitive). This login ID will be used when signing in to your owner account. Please note that your login ID cannot be the same as your password.

ALBERTA BLUE CROSS

Services for pharmacy providers

Registration

Create your login ID

Your login ID must be between 3 and 100 characters long and cannot be the same as your password. The following special characters may also be used ~|@\${}^\*()\_+{}|~|;|,|/|

Login ID

Cancel Next

If you are experiencing difficulties, please contact Pharmacy Services at 1-866-969-2859 (toll free).

Office hours: Monday - Friday, 8 a.m. - 4:30 p.m. Mountain Time

## 4 Password

Once you've created your login ID, you will be asked to create a password that is between eight and 50 characters long (case sensitive).

Please note that your password must contain at least one number and one letter and cannot be the same as your login ID.

ALBERTA BLUE CROSS

Services for pharmacy providers

Registration

Create your password

Your password must be between 8 and 50 characters long and contain at least one number and one letter. Passwords are also case sensitive and cannot be the same as your login ID. The following special characters may also be used ~|@\${}^\*()\_+{}|~|;|,|/|

Password

Confirm password

Cancel Next

If you are experiencing difficulties, please contact Pharmacy Services at 1-866-969-2859 (toll free).


Office hours: Monday - Friday, 8 a.m. - 4:30 p.m. Mountain Time



## 5 Security questions

Once you have created your login ID and password, you will be asked to choose your security questions and provide answers to them. Please note that security question answers are **not** case sensitive.

These questions will only 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.



### Registration

Please choose your security questions and provide answers to them

Answers to security questions are not case sensitive but must contain between 1 and 128 characters. We do not recommend using your password or login ID as an answer to a security question. The following special characters may also be used: ~!@#\$%^&\*()\_+{}|~!;.,/

Online security questions and answers  
The answers you provide here will remain private. They will be used to verify your identity online.

First question:

Answer:

Second question:

Answer:

Telephone security questions and answers  
Alberta Blue Cross staff may use this information to verify your identity when you call our office.

Third question:


Answer:

Fourth question:

Answer:

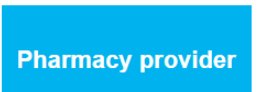
If you are experiencing difficulties, please contact Pharmacy Services at 1-866-969-2859 (toll free).  
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## 6 Terms of Use

As part of your registration, you will be required to agree to the *Terms of Use*.



### Terms of use

[Terms of use - printer friendly version](#)

#### TERMS OF USE

Please carefully read the following terms and conditions ("Terms of Use") before using this site. References to "you" or "your" shall mean the person accessing or using this Site. References to "we" or "us" or "our" shall mean Alberta Blue Cross. Unless otherwise stated, these Terms of Use apply to your usage of either this web site or any mobile application (individually and collectively referred to below as the "Site"). By accessing and using the Site you acknowledge that you have read, understood and agree to be bound by and comply with these Terms of Use and any terms, conditions, legal notices and disclaimers in the footers, content, other pages of the Site. If you do not agree with these Terms of Use, please exit the Site.


#### GENERAL

##### Terms of Participation

By using the Site, you agree, represent and warrant that:

- You understand the nature of the use of the Site, the Terms of Use and the nature of the ongoing obligations associated with them.
- You will notify us immediately of any unauthorized access to or use of your user name, login ID or password or any other breach of security.
- We have the right to disable any user name, login ID, password or other identifier at any time in our sole discretion for any or no reason, including if, in our opinion, you have violated any of the Terms of Use.
- You will comply with all applicable laws and regulations, including, without limitation, those relating to the Internet, data, e-mail, privacy, and the transmission of technical data.
- All the information you provide on the Site is correct, current and complete.
- Your use of the Site, including the Content (as defined below), is at your own risk.

☐ I have read and agree to the Site Terms of Use



This site chose VeriSign SSL for secure e-commerce and confidential communications

# Register an administrator account in seven easy steps

## How to set up an administrator account

An **administrator** account will allow pharmacy administrators at your location to access payment reports—including both payment summaries and payment reconciliation reports—and pharmacy resources through the pharmacy provider website.

As noted previously, **this account should only be created by the pharmacy owner**. Once you've created this account, you can then share the administrator account login and password information for your pharmacy with the appropriate personnel. The administrator account will be used by all administrators requiring access to the website. There is no need to create unique login ID and password information for each administrator at your pharmacy.

### 1 Getting started

Visit the sign-in page at **provider.ab.bluecross.ca/health**.

To view the correct registration page, please ensure that **Pharmacy** is selected in the drop-down menu, then click the "Not registered yet?" link to get started.

#### Pharmacy role

From the **Pharmacy role** drop-down, select **Administrator**.

#### Provider ID

Enter the unique 10-character provider ID issued to you by Alberta Blue Cross (case sensitive). For example, AB00005555.

#### Postal code

Enter the postal code that Alberta Blue Cross has on file for your location (case sensitive).

#### Phone number

Enter the 10-digit phone number that Alberta Blue Cross has on file for your location.

#### Bank account information

Enter the last six digits of the bank account number Alberta Blue Cross has on file for your location.

ALBERTA BLUE CROSS®

Provider web site

Secure site entrance

Sign in

Provider type Pharmacy

Login ID

Password

Sign in

Forgotten your password?  
Forgot your login ID?  
Not registered yet?

ALBERTA BLUE CROSS®

Services for pharmacy providers

Registration

User registration

To begin the registration process, please choose a role from the drop-down list at the top of the page. You will need to return to this page to complete the registration process for each role.

Pharmacy role Administrator

Provider ID

Location postal code

Location phone number

Last six numbers of pharmacy bank account

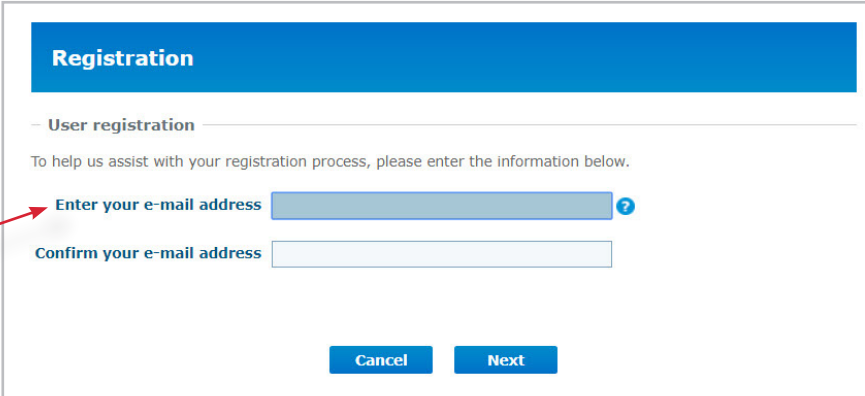
Cancel Next

If you are experiencing difficulties, please contact Pharmacy Services at 1-866-969-2859 (toll free).  
Office hours: Monday - Friday, 8 a.m. - 4:30 p.m. Mountain Time

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## 2 Email address

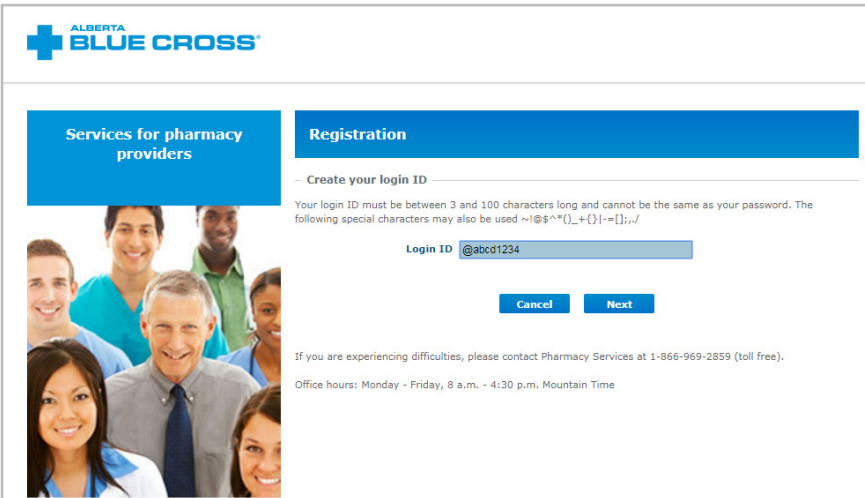
Enter an email address. This address will be associated with the administrator profile and strictly used for the management of the online administrator account. This address should be accessible to your pharmacy administrators.



The screenshot shows a web form titled "Registration" with a sub-header "User registration". Below the header, a message states: "To help us assist with your registration process, please enter the information below." There are two input fields: "Enter your e-mail address" and "Confirm your e-mail address". A red arrow points from the text in step 2 to the first input field. At the bottom, there are "Cancel" and "Next" buttons.

## 3 Login ID

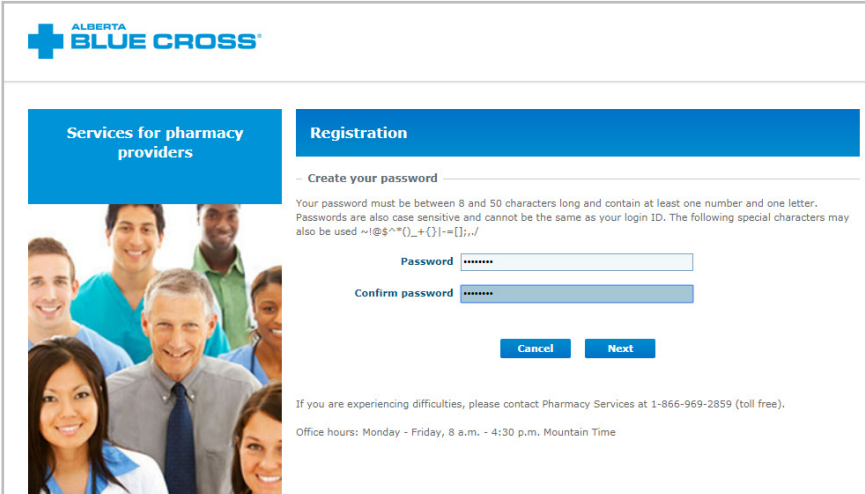
You will be required to set up an administrator login ID that is between three and 100 characters (case sensitive). Please note that the login ID cannot be the same as the password. You will share the login ID with your pharmacy administrators.



The screenshot shows a web form titled "Registration" with a sub-header "Create your login ID". Below the header, a message states: "Your login ID must be between 3 and 100 characters long and cannot be the same as your password. The following special characters may also be used ~|@#\$%^&\*()\_+{}|~!-=:;.,/". There is one input field labeled "Login ID" with the text "@abcd1234" entered. At the bottom, there are "Cancel" and "Next" buttons. On the left side of the form, there is a section titled "Services for pharmacy providers" with a photo of a diverse group of healthcare professionals.

## 4 Password

Once you've created an administrator login ID, you will be asked to create a password that is between eight and 50 characters long (case sensitive). Please note that the password must contain at least one number and one letter and cannot be the same as the login ID. You will share the password with your pharmacy administrators.



The screenshot shows a web form titled "Registration" with a sub-header "Create your password". Below the header, a message states: "Your password must be between 8 and 50 characters long and contain at least one number and one letter. Passwords are also case sensitive and cannot be the same as your login ID. The following special characters may also be used ~|@#\$%^&\*()\_+{}|~!-=:;.,/". There are two input fields: "Password" and "Confirm password", both with masked text (dots). At the bottom, there are "Cancel" and "Next" buttons. On the left side of the form, there is a section titled "Services for pharmacy providers" with a photo of a diverse group of healthcare professionals.



## 5 Security questions

Once you have created an administrator login ID and password, you will be asked to choose security questions and provide answers to them. Please note that security question answers are **not** case sensitive.

You will need to share the questions and answers with your pharmacy administrators so they can still access the account if they forget the account password or require information about the administrator account.

Subsequent sign-ins will only require the administrator login ID and password.

**Services for pharmacy providers**

**Registration**

Please choose your security questions and provide answers to them

Answers to security questions are not case sensitive but must contain between 1 and 128 characters. We do not recommend using your password or login ID as an answer to a security question. The following special characters may also be used ~!@#\$%^&\*()\_+{}|~!;/

**Online security questions and answers**  
The answers you provide here will remain private. They will be used to verify your identity online.

First question: Choose a security question  
Answer:

Second question: Choose a security question  
Answer:

Telephone security questions and answers  
Alberta Blue Cross staff may use this information to verify your identity when you call our office.

Third question: Choose a security question  
Answer:

Fourth question: Choose a security question  
Answer:

**Cancel** **Next**

If you are experiencing difficulties, please contact Pharmacy Services at 1-866-969-2859 (toll free).  
Office hours: Monday - Friday, 8 a.m. - 4:30 p.m. Mountain Time

## 6 Terms of Use

As part of your registration, you will be required to agree to the *Terms of Use*.

**Pharmacy provider**

**Terms of use**

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**TERMS OF USE**  
Please carefully read the following terms and conditions ("Terms of Use") before using this site. References to "you" or "your" shall mean the person accessing or using this Site. References to "we" or "us" or "our" shall mean Alberta Blue Cross. Unless otherwise stated, these Terms of Use apply to your usage of either this web site or any mobile application (individually and collectively referred to below as the "Site"). By accessing and using the Site you acknowledge that you have read, understood and agree to be bound by and comply with these Terms of Use and any terms, conditions, legal notices and disclaimers in the footers, content, other pages of the Site. If you do not agree with these Terms of Use, please exit the Site.

**GENERAL**  
**Terms of Participation**  
By using the Site, you agree, represent and warrant that:

- You understand the nature of the use of the Site, the Terms of Use and the nature of the ongoing obligations associated with them.
- You will notify us immediately of any unauthorized access to or use of your user name, login ID or password or any other breach of security.
- We have the right to disable any user name, login ID, password or other identifier at any time in our sole discretion for any or no reason, including if, in our opinion, you have violated any of the Terms of Use.
- You will comply with all applicable laws and regulations, including, without limitation, those relating to the Internet, data, e-mail, privacy, and the transmission of technical data.
- All the information you provide on the Site is correct, current and complete.
- Your use of the Site, including the Content (as defined below), is at your own risk.

☐ I have read and agree to the Site Terms of Use

**Cancel** **Enter the site**

## 7 Sharing information

As the pharmacy owner, once you have completed the registration of the administrator account, please share the following with appropriate personnel requiring access to the administrator account:

- email address,
- login ID,
- password, and
- answers to security questions.

# Register a staff account in seven easy steps

## How to set up a staff account

A **staff** account will allow pharmacy staff to access special authorization status reports for plan members as well as pharmacy resources, through the pharmacy provider website.

As noted previously, **this account should only be created by the pharmacy owner**. Once you've created this account, you can then share the staff account login and password information for your pharmacy with the appropriate staff members. The staff account will be used by all staff members requiring access to the website. There is no need to create unique login ID and password information for each staff member at your pharmacy.

### 1 Getting started

Visit the sign-in page at **provider.ab.bluecross.ca/health**.

To view the correct registration page, please ensure that **Pharmacy** is selected in the drop-down menu, then click the "Not registered yet?" link to get started.

#### Pharmacy role

From the **Pharmacy role** drop-down, select **Staff**.

#### Provider ID

Enter the unique 10-character provider ID issued to you by Alberta Blue Cross. It is case sensitive. (e.g. AB00005555)

#### Postal code

Enter the postal code that Alberta Blue Cross has on file for your location. It is case sensitive.

#### Phone number

Enter the 10-digit phone number that Alberta Blue Cross has on file for your location.

#### Bank account information

Enter the last six digits of the bank account number Alberta Blue Cross has on file for your location.

ALBERTA BLUE CROSS®

Provider web site

Secure site entrance

Sign in

Provider type: Pharmacy

Login ID

Password

Sign in

Forgotten your password?  
Forgot your login ID?  
Not registered yet?

ALBERTA BLUE CROSS®

Services for pharmacy providers

Registration

User registration

To begin the registration process, please choose a role from the drop-down list at the top of the page. You will need to return to this page to complete the registration process for each role.

Pharmacy role: Staff

Provider ID

Location postal code

Location phone number

Last six numbers of pharmacy bank account

Cancel Next

If you are experiencing difficulties, please contact Pharmacy Services at 1-866-969-2859 (toll free).  
Office hours: Monday - Friday, 8 a.m. - 4:30 p.m. Mountain Time

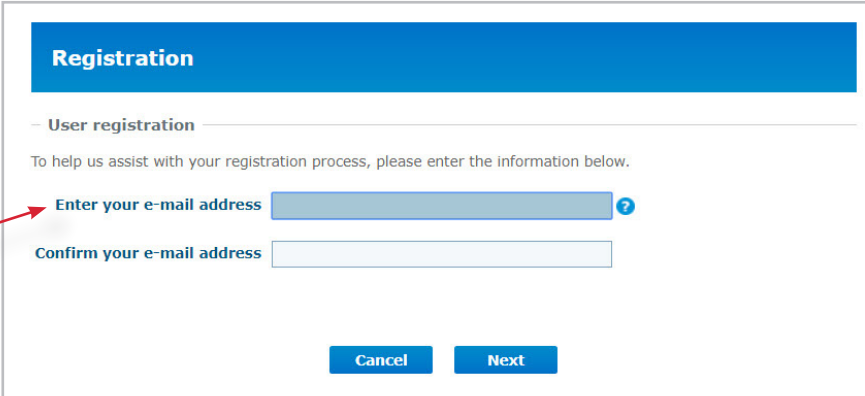
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### Note

The bank account information is **only** used for registering the staff role and will **not** be accessible to those using the role.

## 2 Email address

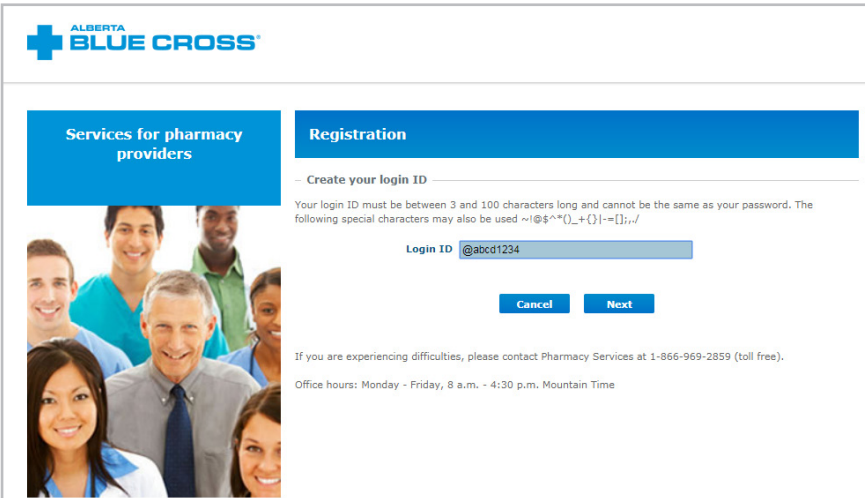
Enter an email address. This address will be associated with the staff profile and strictly used for the management of the online staff member account. This address should be accessible to your pharmacy staff members.



The screenshot shows a web form titled "Registration" with a sub-header "User registration". Below this, a message states: "To help us assist with your registration process, please enter the information below." There are two input fields: "Enter your e-mail address" and "Confirm your e-mail address". A red arrow points from the text in step 2 to the first input field. At the bottom, there are "Cancel" and "Next" buttons.

## 3 Login ID

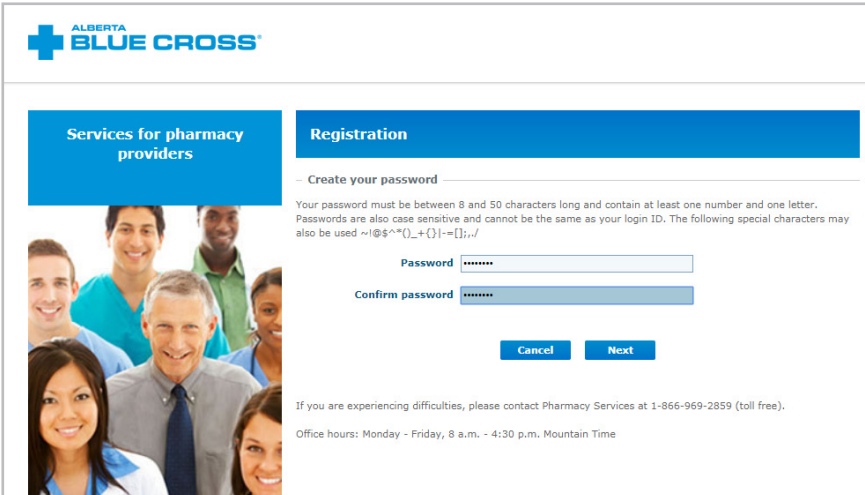
You will be required to set up a staff login ID that is between three and 100 characters (case sensitive). Please note that the login ID cannot be the same as the password. You will share the login ID with your pharmacy staff members.



The screenshot shows a web form titled "Registration" with a sub-header "Create your login ID". A message states: "Your login ID must be between 3 and 100 characters long and cannot be the same as your password. The following special characters may also be used ~|@\${}^()\_+{}|-=[];.,/". There is one input field labeled "Login ID" with the text "@abcd1234" entered. At the bottom, there are "Cancel" and "Next" buttons. Below the buttons, there is a note: "If you are experiencing difficulties, please contact Pharmacy Services at 1-866-969-2859 (toll free). Office hours: Monday - Friday, 8 a.m. - 4:30 p.m. Mountain Time".

## 4 Password


Once you've created a staff login ID, you will be asked to create a password that is between eight and 50 characters long (case sensitive). Please note that the password must contain at least one number and one letter and cannot be the same as the login ID. You will share the password with your pharmacy staff members.




The screenshot shows a web form titled "Registration" with a sub-header "Create your password". A message states: "Your password must be between 8 and 50 characters long and contain at least one number and one letter. Passwords are also case sensitive and cannot be the same as your login ID. The following special characters may also be used ~|@\${}^()\_+{}|-=[];.,/". There are two input fields: "Password" and "Confirm password". At the bottom, there are "Cancel" and "Next" buttons. Below the buttons, there is a note: "If you are experiencing difficulties, please contact Pharmacy Services at 1-866-969-2859 (toll free). Office hours: Monday - Friday, 8 a.m. - 4:30 p.m. Mountain Time".

5

Subsequent sign-ins will only require the staff login ID and password.



## Services for pharmacy providers



## Registration

Please choose your security questions and provide answers to them

Answers to security questions are not case sensitive but must contain between 1 and 128 characters. We do not recommend using your password or login ID as an answer to a security question. The following special characters may also be used: ~!@#\$%^&\*()\_+{}|=-[];,:./

### Online security questions and answers

The answers you provide here will remain private. They will be used to verify your identity online.

First question

Answer

Second question

Answer

### Telephone security questions and answers

Alberta Blue Cross staff may use this information to verify your identity when you call our office.

Third question

Answer

Fourth question

Answer


Cancel

Next

If you are experiencing difficulties, please contact Pharmacy Services at 1-866-969-2859 (toll free).

Office hours: Monday - Friday, 8 a.m. - 4:30 p.m. Mountain Time

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6

As part of your registration, you will be required to agree to the *Terms of Use*.

7

As the pharmacy owner, once you have completed the registration of the staff account, please share the following with appropriate personnel requiring access to the staff account:

- email address,
- login ID,
- password, and
- answers to security questions.

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## Pharmacy provider

### Terms of use

[Terms of use - printer friendly version](#)

#### TERMS OF USE

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#### GENERAL

##### Terms of Participation

By using the Site, you agree, represent and warrant that:

- You understand the nature of the use of the Site, the Terms of Use and the nature of the ongoing obligations associated with them.
- You will notify us immediately of any unauthorized access to or use of your user name, login ID or password or any other breach of security.
- We have the right to disable any user name, login ID, password or other identifier at any time in our sole discretion for any or no reason, including if, in our opinion, you have violated any of the Terms of Use.
- You will comply with all applicable laws and regulations, including, without limitation, those relating to the Internet, data, e-mail, privacy, and the transmission of technical data.
- All the information you provide on the Site is correct, current and complete.
- Your use of the Site, including the Content (as defined below), is at your own risk.

I have read and agree to the Site Terms of Use

Cancel

Enter the site





# Owner account user guide



[provider.ab.bluecross.ca/health](https://provider.ab.bluecross.ca/health)





## For access to

- payment reports,
- special authorization status reports,
- pharmacy information,
- your online profile, and
- pharmacy resources.

## Sign in

Navigate to our sign-in page at [provider.ab.bluecross.ca/health](http://provider.ab.bluecross.ca/health).

After you've registered for the website, you can sign in by selecting **Pharmacy** from the provider type drop-down menu and entering the login ID and password for the owner account you're trying to access. Both your login ID and password are case sensitive.

If you've forgotten your password or login ID, please select "*Forgotten your password?*" or "*Forgot your login ID?*" and follow the prompts.

### Note

For ease of use, create a bookmark for the page. You can easily and directly access the sign-in page this way for future use.

**ALBERTA BLUE CROSS**

**Provider web site**

**Secure site entrance**

Sign in

Provider type

Login ID

Password

**Sign in**

[Forgotten your password?](#)  
[Forgot your login ID?](#)  
[Not registered yet?](#)

If you are experiencing difficulties, please contact Pharmacy Services at 1-866-969-2859 (toll free).

Office hours: Monday - Friday 8 a.m. - 4:30 p.m. Mountain Time.

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[Privacy](#)



**Help:** If you have questions about a screen, click on the blue question mark button. The help button provides answers to frequently asked questions about the section it corresponds to.

# Site features

## 1 Overview

The overview page provides a general overview of the website.

It also includes contact information for how you can reach us.



## 2 Payment reports

### Payment reports

The **Payment reports** page allows you to view and download payment reports for specific pay periods. You will eventually be able to search and select payment reports up to 14 months prior to the most recent pay period.

To view a specific payment report, select a pay period date range from the drop-down menu and click **Search for reports**.



### Note

**Payment reports** refer to the payment summaries and payment reconciliation reports that are generated as a result of claiming activity. **These will not be mailed to you**, but will be available for viewing on the website **five calendar days** after the period ends.

## 2a Payment report formats

Payment reports can be downloaded as either **PDF** or **CSV** files for ease-of-use.

The CSV file format is an option that provides payment summary or reconciliation report information in an easy-to-use spreadsheet.

PROCESS DATE							
A	B	C	D	E	F	G	
LICENSE NO	NAME	ADDRESS 1	ADDRESS 2	ADDRESS 3	CITY	START DATE	
AB00001234	BLUEVILLE DRUG MART #04	123 ANYWHERE STREET NW			BLUEVILLE L1L 1L1	2017	
PROCESS DATE	REVERSAL CLAIMS	REVERSAL AMOUNT	PAID CLAIMS	PAID AMOUNT	NET PAID		
20171024		0	0	3	44.72	44.72	
20171025		0	0	1	95	95	
20171027		0	0	2	34.43	34.43	
20171030		0	0	1	18.46	18.46	
20171101		0	0	1	5.01	5.01	
Totals:		0	0	8	197.62	197.62	

### Note

#### Alberta pharmacies

Pharmacies within Alberta may have up to three different payment summaries per pay period as displayed on this page.

#### Out-of-province pharmacies

Pharmacies outside of Alberta have only the one payment summary per pay period, the Provider Payment Summary.

Claims Processed from		Oct. 24, 2017	to Nov. 06, 2017
Real Time	\$	815.49	EFT Value Date Nov. 16, 2017
Current EFT Amount	\$	815.49	
Previous EFT Adjustment Amount	\$	0.00	
RxA Deduction:	\$	2.10	
Deduction Adjustment:	\$	0.00	
Net EFT	\$	813.39	
EFT Deposit	\$	813.39	

Licence No. AB00001001 BLUEVILLE DRUG MART #04 123 ANYWHERE STREET NW BLUEVILLE AB L1L 1L1					
Alberta Human Services PAYMENT SUMMARY					
Process Date	Reversal Claims	Reversal Amount	Paid Claims	Paid Amount	Net Paid
20171024	0	0.00	2	37.82	37.82
20171025	0	0.00	2	43.52	43.52
20171026	0	0.00	1	13.96	13.96
20171027	0	0.00	12	205.20	205.20
20171028	1	25.03	23	482.41	457.38
20171031	0	0.00	3	57.61	57.61
	1	25.03	43	\$ 840.52	\$ 815.49

Licence No. AB00001001  
BLUEVILLE DRUG MART #04  
123 ANYWHERE STREET NW  
BLUEVILLE AB L1L 1L1

Claims Processed from		Oct. 24, 2017	to Nov. 06, 2017
Real Time	\$	400.00	EFT Value Date Nov. 16, 2017
Current EFT Amount	\$	400.00	
Previous EFT Adjustment Amount	\$	0.00	
Net EFT	\$	400.00	
EFT Deposit	\$	400.00	

Licence No. AB00001001 BLUEVILLE DRUG MART #04 123 ANYWHERE STREET NW BLUEVILLE AB L1L 1L1					
Pharmacy Services PAYMENT SUMMARY					
Process Date	Reversal Claims	Reversal Amount	Paid Claims	Paid Amount	Net Paid
20171024	0	0.00	2	40.00	40.00
20171025	0	0.00	4	80.00	80.00
20171026	0	0.00	1	20.00	20.00
20171027	0	0.00	6	120.00	120.00
20171028	0	0.00	3	60.00	60.00
20171030	0	0.00	4	80.00	80.00
	0	0.00	20	400.00	400.00

Licence No. AB00001001  
BLUEVILLE DRUG MART #04  
123 ANYWHERE STREET NW  
BLUEVILLE AB L1L 1L1

Claims Processed from		Oct. 24, 2017	to Nov. 06, 2017
Real Time	\$	197.62	EFT Value Date Nov. 16, 2017
Current EFT Amount	\$	197.62	
Previous EFT Adjustment Amount	\$	0.00	
RxA Deduction:	\$	0.20	
Deduction Adjustment:	\$	0.00	
Net EFT	\$	197.42	
EFT Deposit	\$	197.42	

Licence No. AB00001001 BLUEVILLE DRUG MART #04 123 ANYWHERE STREET NW BLUEVILLE AB L1L 1L1					
Provider PAYMENT SUMMARY					
Process Date	Reversal Claims	Reversal Amount	Paid Claims	Paid Amount	Net Paid
20171024	0	0.00	3	44.72	44.72
20171025	0	0.00	1	95.00	95.00
20171027	0	0.00	2	34.43	34.43
20171030	0	0.00	1	18.46	18.46
20171101	0	0.00	1	5.01	5.01
	0	0.00	8	197.62	197.62

Licence No. AB00001001  
BLUEVILLE DRUG MART #04  
123 ANYWHERE STREET NW  
BLUEVILLE AB L1L 1L1

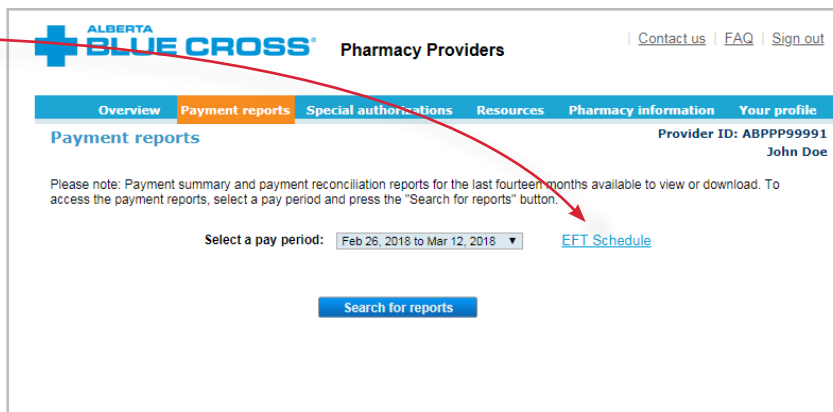


**Help:** If you have questions about a screen, click on the blue question mark button. The help button provides answers to frequently asked questions about the section it corresponds to.

2b

## EFT schedule

To view the payment schedule for the current year, simply click on the **EFT Schedule** link to download a PDF.



ALBERTA BLUE CROSS® Pharmacy Providers

Contact us | FAQ | Sign out

Overview | **Payment reports** | Special authorizations | Resources | Pharmacy information | Your profile

Payment reports

Provider ID: ABPPP99991  
John Doe

Please note: Payment summary and payment reconciliation reports for the last fourteen months available to view or download. To access the payment reports, select a pay period and press the "Search for reports" button.

Select a pay period: Feb 26, 2018 to Mar 12, 2018 [EFT Schedule](#)

Search for reports

## Note

This information is also available for viewing online through the **Benefacts** link on the **Resources** page.

... continued from previous page

## 2018 payment schedule

For your reference, below is the 2018 payment schedule dates for the following programs:

Alberta Blue Cross programs			
• Alberta Human Services	• Government-sponsored	• Group	• Individual

Cut-off*	Electronic funds transfer provider deposit date**	Cut-off*	Electronic funds transfer provider deposit date**
January 1, 2018	January 11, 2018	July 16, 2018	July 26, 2018
January 15, 2018	January 25, 2018	July 28, 2018	August 9, 2018
January 27, 2018	February 8, 2018	August 13, 2018	August 23, 2018
February 12, 2018	February 22, 2018	August 27, 2018	September 6, 2018
February 25, 2018	March 8, 2018	September 10, 2018	September 20, 2018
March 12, 2018	March 22, 2018	September 24, 2018	October 4, 2018
March 26, 2018	April 5, 2018	October 8, 2018	October 18, 2018
April 9, 2018	April 19, 2018	October 22, 2018	November 1, 2018
April 23, 2018	May 3, 2018	November 5, 2018	November 15, 2018
May 7, 2018	May 17, 2018	November 19, 2018	November 29, 2018
May 21, 2018	May 31, 2018	December 3, 2018	December 13, 2018
June 4, 2018	June 14, 2018	December 17, 2018	December 27, 2018
June 18, 2018	June 28, 2018	December 28, 2018	January 10, 2019
July 2, 2018	July 12, 2018		

\*Cut-off times for submission of claims via Claimstream is 11:59 p.m. on the date listed. The cut-off date applies to adjudicated claims.  
\*\*Date providers receive deposit of funds into their accounts after midnight (12 a.m.).

### When you have questions:

For assistance with benefit or claim inquiries, please contact an Alberta Blue Cross Pharmacy Services Provider Relations contact centre representative at:

780-498-8370 (Edmonton and area) • 403-294-4041 (Calgary and area) • 1-800-361-9632 (toll free)  
FAX 780-498-8406 (Edmonton and area) • FAX 1-877-305-9911 (toll free)

Alberta Blue Cross offers online access to current Pharmacy Benefacts and supplemental claiming information to assist with the submission of your direct bill drug claims. Visit [www.ab.bluecross.ca/providers/pharmacy-home.php](http://www.ab.bluecross.ca/providers/pharmacy-home.php)



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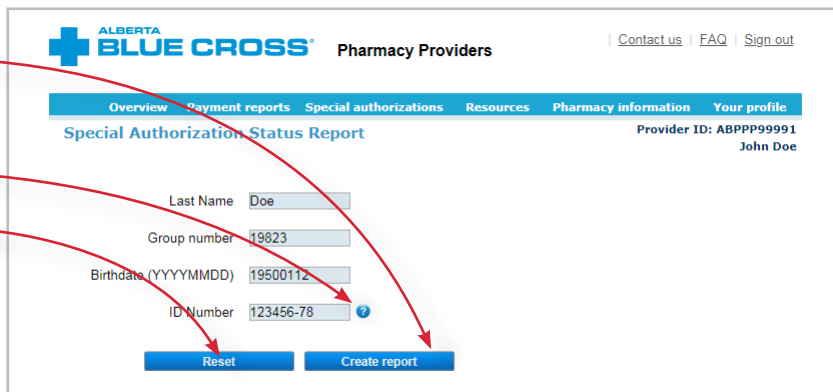
### 3 Special authorization statuses

The **Special authorizations** page allows you to view the status of a plan member's special authorization.

To create a report, enter the member's last name, group number, birth date and ID number, then click **Create report**.

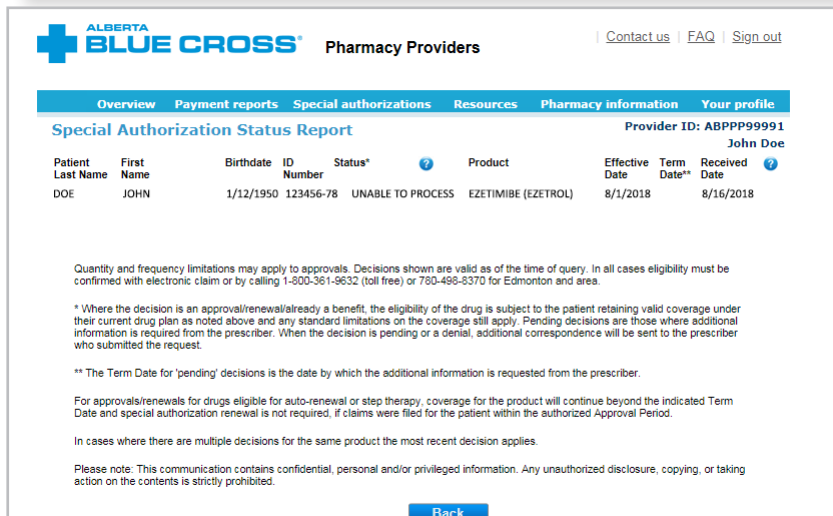
For details regarding the Alberta Blue Cross ID Number, click the .

Clicking the **Reset** button will clear any information entered in the fields.

#### Note

All four fields are mandatory for creating a special authorization status report. If any fields are left blank, a "Value must be entered" message will appear under the applicable fields when you select **Create report**.



### 4 Resources

The **Resources** page contains valuable information and links for your convenience.



## 5 Pharmacy information

You can update information about your pharmacy, including banking and contact information, through the **Pharmacy information** section.

ALBERTA BLUE CROSS Pharmacy Providers

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Overview Payment reports Special authorizations Resources **Pharmacy information** Your profile

Overview  
Welcome, Provider ID ABPPP99991

Change banking information p99991  
Change contact information John Doe

This easy-to-use, secure website is available at no cost for all pharmacy providers and associated personnel across Canada to access pharmacy services online. Some of these services include payment summaries, special authorization reports and links to a variety of resources and tools.

Alberta Blue Cross continues to strive to provide superior customer service; we welcome your comments and feedback on how we can improve this website to better meet your needs.

**Claim Inquiries**  
For assistance with benefit or claim inquiries, please contact an Alberta Blue Cross Pharmacy Services Provider Relations representative.  
780-498-8370 (Edmonton and area), 403-294-4041 (Calgary and area), or 1-800-361-9632 (toll free)  
Monday to Friday: 8 a.m. to 8 p.m. (MT). Weekends and holidays: 9 a.m. to 5 p.m. (MT)  
Fax: 780-498-8406 (Edmonton and area), Fax: 1-877-305-9911 (toll free)

**General Inquiries**  
If you have feedback or questions regarding our pharmacy provider website, including how to navigate the site, please contact us.  
1-866-969-2859 (toll free)  
Monday to Friday: 8 a.m. to 4:30 p.m. (MT)

### 5a Change banking information

You can update the account you currently have set up for direct deposit for your pharmacy.

To change your account, simply provide and confirm the transit, institution and account numbers for your new account, which can be found at the bottom of your cheques for that account, and click **Update**. You will receive an email confirming your requested update.

#### Note

Please note that changes to your account information can take **up to four weeks** to be effective, as they must be coordinated with the payment schedule.

ALBERTA BLUE CROSS Pharmacy Providers

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Overview Payment reports Special authorizations Resources **Pharmacy information** Your profile

**Pharmacy information**  
Change banking information p99991  
Change contact information John Doe

Provider ID: ABPPP99991

**Current direct deposit information**

Transit number	Institution number	Account number
48256	800	98098708876

**Future direct deposit information**

Transit number	Institution number	Account number	Effective date
19191	981	981991118888	May 03, 2018

**Enter your new Bank account information** ⓘ

\*Transit number \*Institution number \*Account number

**Please enter your new Bank information again as a precaution to prevent errors**

\*Transit number \*Institution number \*Account number

Reset Update



**Help:** If you have questions about a screen, click on the blue question mark button. The help button provides answers to frequently asked questions about the section it corresponds to.

## 5b Change contact information

You can update information about your pharmacy, including its name, website, mailing addresses, phone number, fax number, email address and preferred method of communication.

Once you've changed your information, simply click **Save** to confirm your changes or **Reset** to default to your original information.

### Note

The email noted under **Change email address** refers to the email that Alberta Blue Cross uses to communicate with your pharmacy (for example, to send Benefacts) and not your account login email. You can update your account login email under the **Your profile** section.

You can also update how you receive communication from us under **Communication preferences**. You can choose to be contacted by fax, email, both or not at all.

ALBERTA BLUE CROSS Pharmacy Providers

Overview | Payment reports | Special authorizations | Resources | **Pharmacy information** | Your profile

Pharmacy information

Change pharmacy information

Change banking information | Change contact information | John Doe

**Operating name**

Operating name John Doe Pharmacy \*

**Change site address**

Description Denotes the physical location of the pharmacy

Address line 1 123 Anywhere Street \*

Address line 2 \*

Address line 3 \*

City Blueville \*

Province AB

Postal code L1L1L1 \*

(e.g. A1B 2C3)

☐ Pharmacy mailing address is the same as the site address

**Change mailing address**

Description Denotes the address used to send mail directly to the pharmacy

Address line 1 123 Anywhere Street \*

Address line 2 \*

Address line 3 \*

City Blueville \*

Province AB

Postal code L1L1L1 \*

(e.g. A1B 2C3)

**Change phone number**

Phone number 780-498-8000 \*

(e.g. 999-999-9999)

**Change fax number**

Fax number 780-498-8001 \*

(e.g. 999-999-9999)

**Change email address**

Email address johndoe@pharmacy.ca \*

**Communication preferences**

☒ I want to receive Fax communication

☒ I want to receive Email communication

Reset Save

## 6 Your profile

You can manage your online profile to change your password, security questions and account email login address.

ALBERTA BLUE CROSS Pharmacy Providers

Contact us | FAQ | Sign out

Overview | Payment reports | Special authorizations | Resources | Pharmacy information | **Your profile**

**Your profile**

Change password

Change reminder question

Change email address

Provider

Your password must be between 8 and 50 characters long and contain at least one number and one letter. Passwords are also case sensitive and cannot be the same as your login ID. The following special characters may also be used ~!@#\$%^&\*()\_+{}|~=-[];.,/

Current password \*

New password \*

Confirm new password \*

Submit

**Hints for choosing effective passwords**

- use a combination of letters (preferably a mixture of upper and lowercase letters), numbers, and at least one special character within the first six positions.

**We don't recommend using**

- your name (or a close friend's or relative's name), employee number, Social Insurance Number, birthdate, telephone number
- commonly used words or proper names, including the name of any fictional character or place
- any simple pattern of letters or numbers such as "qwertyxx" or "xyz123xx"

## Contact us

For more information about the Alberta Blue Cross pharmacy provider website, please contact us any time Monday to Friday from 8 a.m. to 4:30 p.m. (MT).

### Phone

1-866-969-2859 (toll free)

### Email

To contact us by email, use the “*Contact us*” link in the upper right-hand corner of the provider website.

[provider.ab.bluecross.ca/health](https://provider.ab.bluecross.ca/health)







# Administrator account user guide



[provider.ab.bluecross.ca/health](https://provider.ab.bluecross.ca/health)





## For access to

- payment reports,
- your online profile, and
- pharmacy resources.

## Sign in

Navigate to our sign-in page at [provider.ab.bluecross.ca/health](http://provider.ab.bluecross.ca/health).

After the owner has registered for the website, you can sign in by selecting **Pharmacy** from the provider type drop-down menu and entering the login ID and password for the administrator account you're trying to access. Both your login ID and password are case sensitive.

If you've forgotten your password, please select "*Forgotten your password?*" on the sign-in page and follow the prompts.

If you've forgotten your login ID, please contact the pharmacy owner.

### Note

For ease of use, create a bookmark for the page. You can easily and directly access the sign-in page this way for future use.

ALBERTA BLUE CROSS®

**Provider web site**

**Secure site entrance**

Sign in

Provider type: Pharmacy

Login ID

Password

Sign in

Forgotten your password?  
Forgot your login ID?  
Not registered yet?

If you are experiencing difficulties, please contact Pharmacy Services at 1-866-969-2859 (toll free).

Office hours: Monday - Friday 8 a.m. - 4:30 p.m. Mountain Time.

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Privacy



**Help:** If you have questions about a screen, click on the blue question mark button. The help button provides answers to frequently asked questions about the section it corresponds to.

# Site features

## 1 Overview

The overview page provides a general overview of the website.

It also includes contact information for how you can reach us.

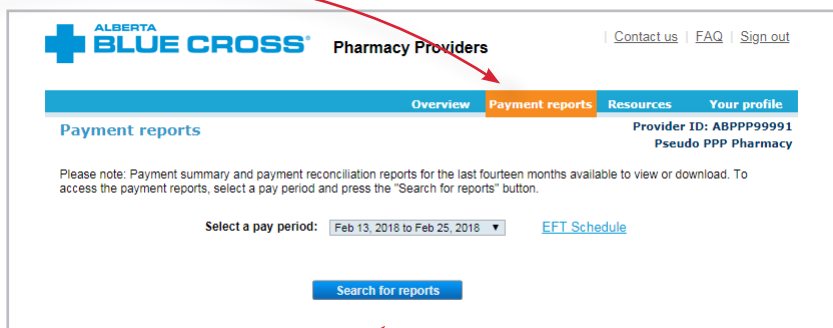


## 2 Payment reports

### Payment reports

The **Payment reports** page allows you to view and download payment reports for specific pay periods. You will eventually be able to search and select payment reports up to 14 months prior to the most recent pay period.

To view a specific payment report, select a pay period date range from the drop-down menu and click **Search for reports**.



### Note

**Payment reports** refer to the payment summaries and payment reconciliation reports that are generated as a result of claiming activity. **These will not be mailed to you**, but will be available for viewing on the website **five calendar days** after the period ends.

## 2a Payment report formats

Payment reports can be downloaded as either **PDF** or **CSV** files for ease-of-use.

The CSV file format is an option that provides payment summary or reconciliation report information in an easy-to-use spreadsheet.

A3	PROCESS DATE						
1	LICENSE NO	NAME	ADDRESS 1	ADDRESS 2	ADDRESS 3	CITY	START DATE
2	AB00001234	BLUEVILLE DRUG MART #04	123 ANYWHERE STREET NW			BLUEVILLE L1L1L1	2017
3	PROCESS DATE	REVERSAL CLAIMS	REVERSAL AMOUNT	PAID CLAIMS	PAID AMOUNT	NET PAID	
4	20171024	0	0	3	44.72	44.72	
5	20171025	0	0	1	95	95	
6	20171027	0	0	2	34.43	34.43	
7	20171030	0	0	1	18.46	18.46	
8	20171101	0	0	1	5.01	5.01	
9	Totals:	0	0	8	197.62	197.62	

## Note

### Alberta pharmacies

Pharmacies within Alberta may have up to three different payment summaries per pay period as displayed on this page.

### Out-of-province pharmacies

Pharmacies outside of Alberta have only the one payment summary per pay period, the Provider Payment Summary.

Licence No. AB00001001 BLUEVILLE DRUG MART #04 123 ANYWHERE STREET NW BLUEVILLE AB L1L1L1		Claims Processed from Oct. 24, 2017 to Nov. 06, 2017
	Real Time	\$ 815.49 EFT Value Date Nov. 16, 2017
	Current EFT Amount	\$ 815.49
	Previous EFT Adjustment Amount	\$ 0.00
	RxA Deduction	\$ 2.10
	Deduction Adjustment	\$ 0.00
	Net EFT	\$ 813.39
	EFT Deposit	\$ 813.39

Process Date	Reversal Claims	Reversal Amount	Paid Claims	Paid Amount	Net Paid
20171024	0	0.00	2	37.82	37.82
20171025	0	0.00	2	43.52	43.52
20171026	0	0.00	1	13.96	13.96
20171027	0	0.00	12	205.20	205.20
20171028	1	25.03	23	482.41	457.38
20171031	0	0.00	3	57.61	57.61
	1	25.03	43	840.52	815.49

Licence No. AB00001001  
BLUEVILLE DRUG MART #04  
123 ANYWHERE STREET NW  
BLUEVILLE AB L1L1L1

Licence No. AB00001001 BLUEVILLE DRUG MART #04 123 ANYWHERE STREET NW BLUEVILLE AB L1L1L1		Claims Processed from Oct. 24, 2017 to Nov. 06, 2017
	Real Time	\$400.00 EFT Value Date Nov. 16, 2017
	Current EFT Amount	\$ 400.00
	Previous EFT Adjustment Amount	\$ 0.00
	Net EFT	\$ 400.00
	EFT Deposit	\$ 400.00

Process Date	Reversal Claims	Reversal Amount	Paid Claims	Paid Amount	Net Paid
20171024	0	0.00	2	40.00	40.00
20171025	0	0.00	4	80.00	80.00
20171026	0	0.00	1	20.00	20.00
20171027	0	0.00	6	120.00	120.00
20171028	0	0.00	3	60.00	60.00
20171030	0	0.00	4	80.00	80.00
	0	0.00	20	400.00	400.00

Licence No. AB00001001  
BLUEVILLE DRUG MART #04  
123 ANYWHERE STREET NW  
BLUEVILLE AB L1L1L1

Licence No. AB00001001 BLUEVILLE DRUG MART #04 123 ANYWHERE STREET NW BLUEVILLE AB L1L1L1		Claims Processed from Oct. 24, 2017 to Nov. 06, 2017
	Real Time	\$197.62 EFT Value Date Nov. 16, 2017
	Current EFT Amount	\$ 197.62
	Previous EFT Adjustment Amount	\$ 0.00
	RxA Deduction	\$ 0.20
	Deduction Adjustment	\$ 0.00
	Net EFT	\$ 197.42
	EFT Deposit	\$ 197.42

Process Date	Reversal Claims	Reversal Amount	Paid Claims	Paid Amount	Net Paid
20171024	0	0.00	3	44.72	44.72
20171025	0	0.00	1	95.00	95.00
20171027	0	0.00	2	34.43	34.43
20171030	0	0.00	1	18.46	18.46
20171101	0	0.00	1	5.01	5.01
	0	0.00	8	197.62	197.62

Licence No. AB00001001  
BLUEVILLE DRUG MART #04  
123 ANYWHERE STREET NW  
BLUEVILLE AB L1L1L1



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2b

**EFT schedule**

To view the payment schedule for the current year, simply click on the **EFT Schedule** link to download a PDF.

ALBERTA BLUE CROSS® Pharmacy Providers

Contact us | FAQ | Sign out

Overview Payment reports Resources Your profile

Payment reports

Provider ID: ABPPP99991  
Pseudo PPP Pharmacy

Please note: Payment summary and payment reconciliation reports for the last fourteen months available to view or download. To access the payment reports, select a pay period and press the "Search for reports" button.

Select a pay period: Feb 13, 2018 to Feb 25, 2018 [EFT Schedule](#)

Search for reports

**Note**

This information is also available for viewing online through the **Benefacts** link on the **Resources** page.

... continued from previous page

**2018 payment schedule**

For your reference, below is the 2018 payment schedule dates for the following programs:

Alberta Blue Cross programs			
• Alberta Human Services	• Government-sponsored	• Group	• Individual

Cut-off*	Electronic funds transfer provider deposit date**	Cut-off*	Electronic funds transfer provider deposit date**
January 1, 2018	January 11, 2018	July 16, 2018	July 26, 2018
January 15, 2018	January 25, 2018	July 28, 2018	August 9, 2018
January 27, 2018	February 8, 2018	August 13, 2018	August 23, 2018
February 12, 2018	February 22, 2018	August 27, 2018	September 6, 2018
February 25, 2018	March 8, 2018	September 10, 2018	September 20, 2018
March 12, 2018	March 22, 2018	September 24, 2018	October 4, 2018
March 26, 2018	April 5, 2018	October 8, 2018	October 18, 2018
April 9, 2018	April 19, 2018	October 22, 2018	November 1, 2018
April 23, 2018	May 3, 2018	November 5, 2018	November 15, 2018
May 7, 2018	May 17, 2018	November 19, 2018	November 29, 2018
May 21, 2018	May 31, 2018	December 3, 2018	December 13, 2018
June 4, 2018	June 14, 2018	December 17, 2018	December 27, 2018
June 18, 2018	June 28, 2018	December 28, 2018	January 10, 2019
July 2, 2018	July 12, 2018		

\*Cut-off times for submission of claims via Claimstream is 11:59 p.m. on the date listed. The cut-off date applies to adjudicated claims.  
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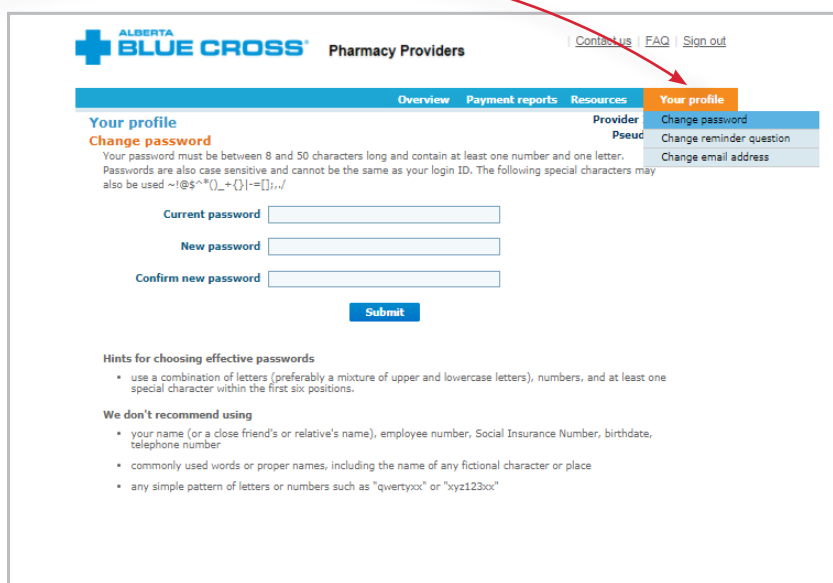
### 3 Resources

The **Resources** page contains valuable information and links for your convenience.



### 4 Your profile

You can manage your online profile to change your password, security questions and account email login address.



**Help:** If you have questions about a screen, click on the blue question mark button. The help button provides answers to frequently asked questions about the section it corresponds to.

## Contact us

For more information about the Alberta Blue Cross pharmacy provider website, please contact us any time Monday to Friday from 8 a.m. to 4:30 p.m. (MT).

**Phone**

1-866-969-2859 (toll free)

**Email**

To contact us by email, use the “*Contact us*” link in the upper right-hand corner of the provider website.

[provider.ab.bluecross.ca/health](https://provider.ab.bluecross.ca/health)





## **Staff account** user guide



[provider.ab.bluecross.ca/health](https://provider.ab.bluecross.ca/health)



## For access to

- special authorization status reports,
- your online profile, and
- pharmacy resources.

## Sign in

Navigate to our sign-in page at [provider.ab.bluecross.ca/health](http://provider.ab.bluecross.ca/health).

After the owner has registered for the website, you can sign in by selecting **Pharmacy** from the provider type drop-down menu and entering the login ID and password for the staff account you're trying to access. Both your login ID and password are case sensitive.

If you've forgotten your password, please select "*Forgotten your password?*" on the sign-in page and follow the prompts.

If you've forgotten your login ID, please contact the pharmacy owner.

### Note

For ease of use, create a bookmark for the page. You can easily and directly access the sign-in page this way for future use.

ALBERTA BLUE CROSS®

Provider web site

Secure site entrance

Sign in

Provider type: Pharmacy

Login ID

Password

Sign in

Forgotten your password?  
Forgot your login ID?  
Not registered yet?

If you are experiencing difficulties, please contact Pharmacy Services at 1-866-969-2859 (toll free).

Office hours: Monday - Friday 8 a.m. - 4:30 p.m. Mountain Time.

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Privacy



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# Site features

## 1 Overview

The overview page provides a general overview of the website.


It also includes contact information for how you can reach us.



## 2 Special authorization statuses

The **Special authorizations** page allows you to view the status of a plan member's special authorization.

To create a report, enter the member's last name, group number, birth date and ID number, then click **Create report**.

For details regarding the Alberta Blue Cross ID Number, click the .

Clicking the **Reset** button will clear any information entered in the fields.

The top screenshot shows the 'Special authorizations' page with a form to create a report. The form fields are: Last Name (Doe), Group number (19823), Birthdate (YYYYMMDD) (19500112), and ID Number (123456-78). There are 'Reset' and 'Create report' buttons at the bottom.

The bottom screenshot shows the 'Special Authorization Status Report' page with the same form. The 'Create report' button is highlighted with a red arrow.



## Note

All four fields are mandatory for creating a special authorization status report. If any fields are left blank, a "Value must be entered" message will appear under the applicable fields when you select **Create report**.

**ALBERTA BLUE CROSS** Pharmacy Providers | [Contact us](#) | [FAQ](#) | [Sign out](#)

**Special Authorization Status Report** Provider ID: ABPPP99991 Pseudo PPP Pharmacy

Patient Last Name	First Name	Birthdate	ID Number	Status*	Product	Effective Date	Term Date**	Received Date
DOE	JOHN	1/12/1950	123456-78	UNABLE TO PROCESS	EZETIMIBE (EZETROL)	8/1/2018	8/1/2018	8/16/2018

Quantity and frequency limitations may apply to approvals. Decisions shown are valid as of the time of query. In all cases eligibility must be confirmed with electronic claim or by calling 1-800-361-9632 (toll free) or 780-498-8370 for Edmonton and area.

\* Where the decision is an approval/renewal/already a benefit, the eligibility of the drug is subject to the patient retaining valid coverage under their current drug plan as noted above and any standard limitations on the coverage still apply. Pending decisions are those where additional information is required from the prescriber. When the decision is pending or a denial, additional correspondence will be sent to the prescriber who submitted the request.

\*\* The Term Date for 'pending' decisions is the date by which the additional information is requested from the prescriber.

For approvals/renewals for drugs eligible for auto-renewal or step therapy, coverage for the product will continue beyond the indicated Term Date and special authorization renewal is not required, if claims were filed for the patient within the authorized Approval Period.

In cases where there are multiple decisions for the same product the most recent decision applies.

Please note: This communication contains confidential, personal and/or privileged information. Any unauthorized disclosure, copying, or taking action on the contents is strictly prohibited.

[Back](#)

## 3 Resources

The **Resources** page contains valuable information and links for your convenience.

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**Resources** Provider ID: ABPPP99991 Pseudo PPP Pharmacy

[Access to Prior RT Guidelines](#)  
[Benefits](#)  
[Fraud Prevention Brochure](#)

## 4 Your profile

You can manage your online profile to change your password, security questions and account email login address.

**ALBERTA BLUE CROSS** Pharmacy Providers | [Contact us](#) | [FAQ](#) | [Sign out](#)

**Your profile** Provider: Change password  
Pseud: Change reminder question  
Change email address

**Change password**

Your password must be between 8 and 50 characters long and contain at least one number and one letter. Passwords are also case sensitive and cannot be the same as your login ID. The following special characters may also be used ~!@#\$%^&\*()\_+{}|~=:;.,/

Current password

New password

Confirm new password

[Submit](#)

**Hints for choosing effective passwords**

- use a combination of letters (preferably a mixture of upper and lowercase letters), numbers, and at least one special character within the first six positions.

**We don't recommend using**

- your name (or a close friend's or relative's name), employee number, Social Insurance Number, birthdate, telephone number
- commonly used words or proper names, including the name of any fictional character or place
- any simple pattern of letters or numbers such as "qwertyxx" or "xyz123xx"



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