



# AADL Communication and voice benefits program

## claim user guide



### online claims submission

*... convenient service, delivered  
through an easy-to-use secure website*

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

November 2020

# AADL communication and voice benefits program: claim user guide

## Introduction

Alberta Blue Cross® is pleased to offer online claim submission for Alberta Aids to Daily Living (AADL) communication and voice benefit providers. This convenient service is delivered through an easy-to-use secure website and is available at no cost to 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.

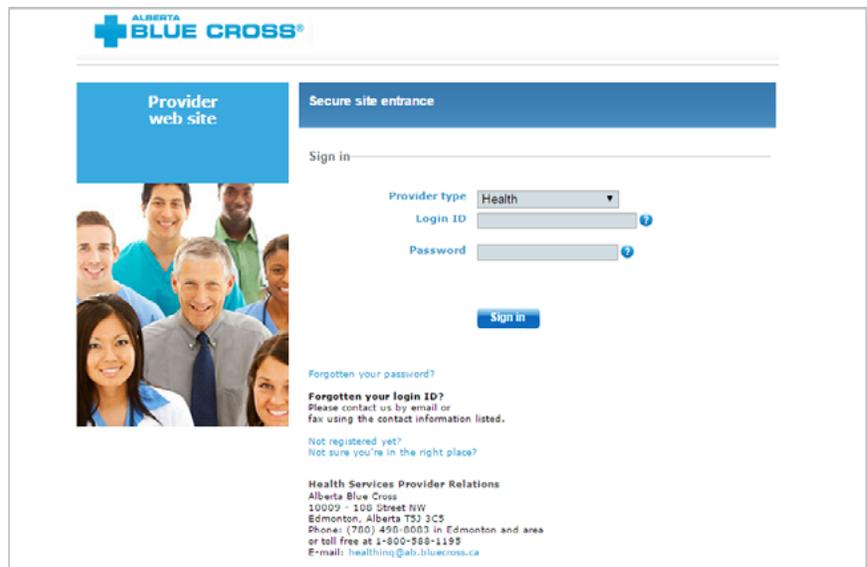
When submitting claims online, this service will predetermine the patient's coverage and confirm

- the amount Alberta Blue Cross will pay to your office, and
- the amount you will need to collect from the patient.

## Registering for site access

To register for online claims submission, you must complete the Request for Secure Web Site Access web form. Details about completing this form can be accessed through our public web site at [ab.bluecross.ca](http://ab.bluecross.ca). If you want payments to be deposited directly into your bank account please complete the Application for Direct Deposit Funds form. This form can be faxed to

- **1-855-598-3583 (toll free) or**
- **780-498-3585 (Edmonton and area).**



The screenshot shows the 'Secure site entrance' for providers. It features the Alberta Blue Cross logo at the top. Below the logo is a 'Provider web site' banner with a photo of diverse healthcare professionals. The main content area is titled 'Secure site entrance' and includes a 'Sign in' section with a dropdown menu for 'Provider type' (set to 'Health'), a 'Login ID' field, and a 'Password' field. A 'Sign in' button is located below the password field. Below the sign-in fields are links for 'Forgotten your password?', 'Forgotten your login ID? Please contact us by email or fax using the contact information listed.', 'Not registered yet?', and 'Not sure you're in the right place?'. At the bottom, there is a 'Health Services Provider Relations' section with contact information: Alberta Blue Cross, 10009 - 100 Street NW, Edmonton, Alberta T5J 3C5, Phone: (780) 490-0003 in Edmonton and area or toll free at 1-800-588-1195, and E-mail: [healthing@ab.bluecross.ca](mailto:healthing@ab.bluecross.ca).

The Health 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 two separate emails to the email address provided on your registration form. Once you have received both 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 contain your login ID and temporary password. Navigate to the Alberta Blue Cross AADL website at [provider.ab.bluecross.ca/health](https://provider.ab.bluecross.ca/health) and enter the login ID and password in the applicable fields. You will be asked to agree to the Web Site Policy and Online Billing Agreement, set up your two “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 and claiming online is quick, easy and secure!

Claiming online is quick, easy and secure. After validating a patient’s identity and predetermining results, simply submit the claim for processing. Results are displayed within seconds of submission. The patient will be required to pay only the portion not covered under the AADL plan. 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 answers frequently asked questions.



# Easy steps to submitting and processing a claim

- 1 Navigate to the “**Enter claim**” menu option and enter the authorization reference number. Then click “**Search**”.

The screenshot shows the 'Enter claim' page in the Alberta Blue Cross Health provider portal. The page has a navigation bar with 'Overview', 'Enter claim', 'Reports', 'Resources', and 'Your profile'. Below the navigation bar, there is a section titled 'Enter claim' with a sub-section 'Enter authorization'. There is a text input field for 'Reference number' and two buttons: 'Clear' and 'Search'. The 'Search' button is circled in red.

- 2 View details from the selected authorization, including patient name, provider details (including provider comments, quote number, patient phone number and shipping address) and any claim details that have been submitted by the authorizer.

The screenshot shows the 'Enter details' page in the Alberta Blue Cross Health provider portal. The page has a navigation bar with 'Overview', 'Enter claim', 'Reports', 'Resources', and 'Your profile'. Below the navigation bar, there is a section titled 'Enter claim' with a sub-section 'Enter details'. The page displays the following information:

- Patient information:** Name: Jane Doe, Reference number: 112280822
- Provider details:** Patient phone number: 780-498-8000, Quote number: [blank], Shipping address: 10009 108 ST NW, EDMONTON, AB T5J3C5, Provider comments: [blank]
- Claim details:** Invoice number: [blank]

Service date (YYYY-MM-DD)	Product	Warranty end date (YYYY-MM-DD)	Serial number	Quantity	Total cost(\$)
[blank]	Trachoe 65S-T	[blank]	[blank]	1	0
<b>Total</b>					<b>\$0.00</b>

At the bottom of the page, there are two buttons: 'Cancel' and 'Predetermine'.

- 3 Any claim details not entered by the authorizer must be entered.

4 When you are satisfied with the details entered, click **"Predetermine"**.

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Overview Enter claim Reports Resources Your profile

Communications Claim Provider

### Enter claim

Enter details

**Patient information**

Name	Jane Doe
Reference number	112280822

**Provider details**

Patient phone number	780-498-8000	Quote number	
Shipping address	10009 108 ST NW EDMONTON, AB T6J3C5	Provider comments	

**Claim details**

Invoice number

Service date (YYYY MM DD)	Product	Warranty end date (YYYY MM DD)	Serial number	Quantity	Total cost(\$)
2020-10-16	Trachoe 855-T	2025-10-18	123456	1	180.00
<b>Total</b>					<b>180.00</b>

Cancel **Predetermine**

5 Predetermine is a simple inquiry into the patient's AADL benefit plan to determine available coverage. You can click **"Modify"** to go back to step 3, **"Cancel"** to exit without saving or **"Process claim"** to submit the claim online to Alberta Blue Cross for immediate processing.

Overview Enter claim Reports Resources Your profile

Communications Claim Provider

### Enter claim

Predetermine

**Patient information**

Name	Jane Doe
Reference number	112280822

Summary

Predetermination results as of Oct 16, 2020 8:27:53 AM MDT Mountain Daylight Time.

Please note that eligibility of coverage may change based on the date of service, change in benefit, maximum being reached, coordination of benefits or coverage terminates.

Total amounts submitted:	\$180.00
AADL will pay:	\$135.00
Patient will pay:	\$45.00

*\*This is not a receipt\*. Your claim has not been submitted.  
Please click the Modify, Cancel, or Process claim button at the bottom of this page.*

Details

Show details

Patient: Jane Doe  
Service provider: Communications Claim Provider

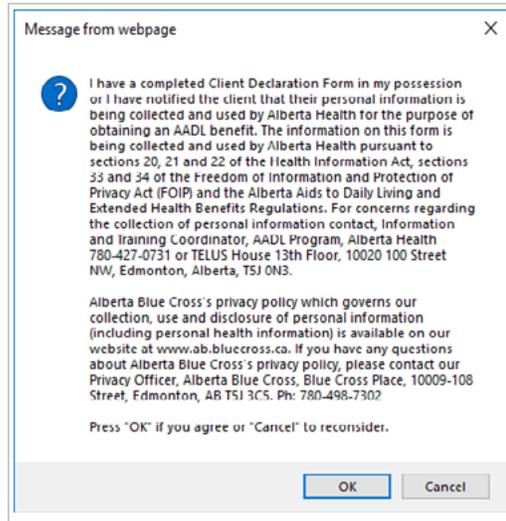
Service date (YYYY/MM/DD)	Product	Practitioner	Claimed amount	AADL contribution	Patient cost share portion	Explanation number
2020/10/16	Trachoe 855-T	Communications Practitioner	100.00	135.00	45.00	
<b>Total</b>			<b>180.00</b>	<b>135.00</b>	<b>45.00</b>	

Explanations

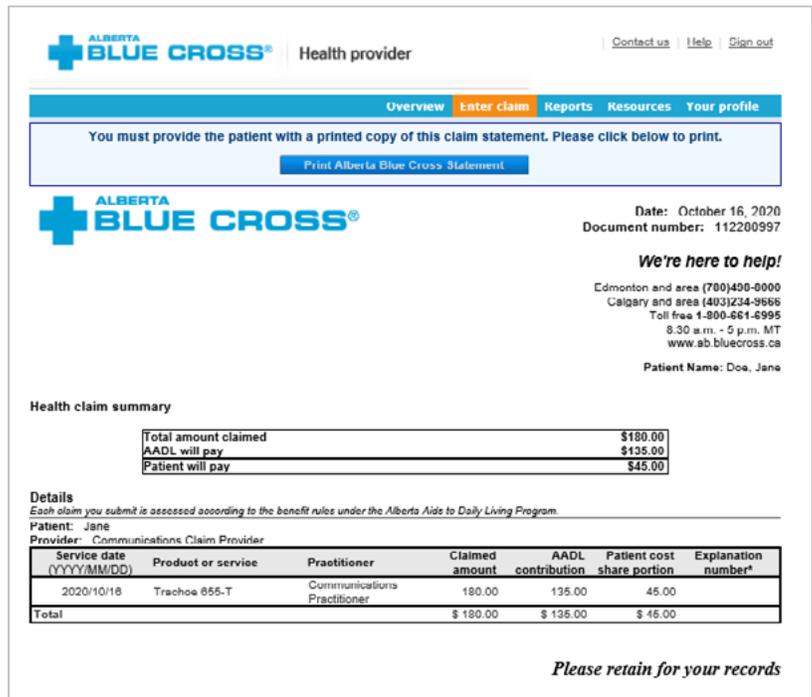
[Click here to print](#)

Modify Cancel **Process claim**

6 When you are satisfied with the details you have entered, confirm patient consent in the pop-up window. Click **"OK"** to proceed

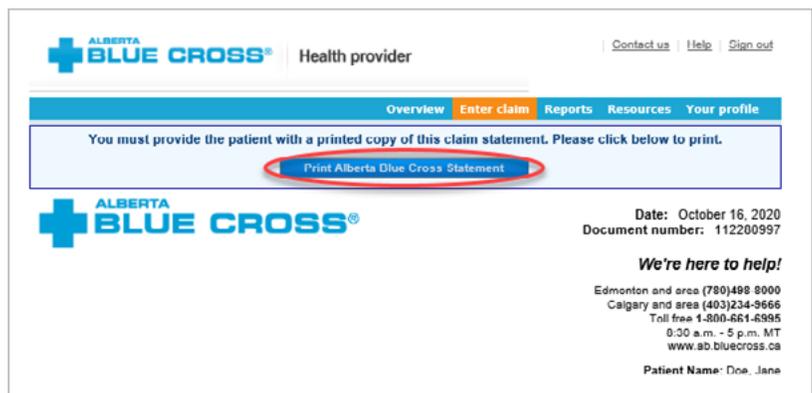


7 Once you process the claim, you will receive a confirmation from Alberta Blue Cross within seconds of your submission.



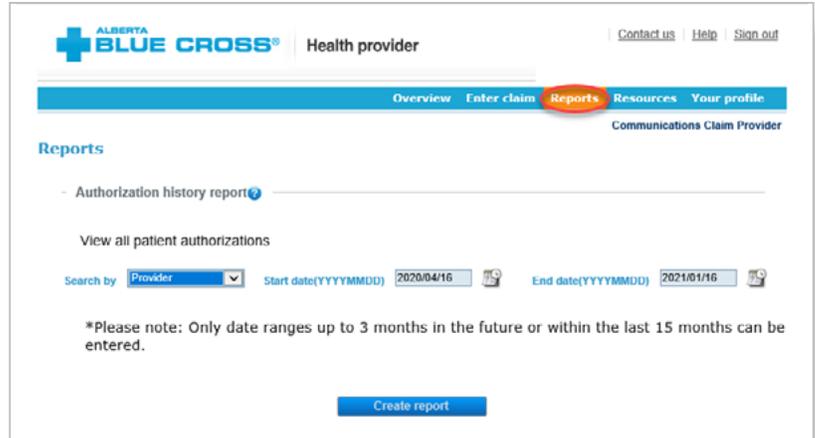
8 A printable copy of the patient's *Claim Statement* displays. Click **"Print"**. You must provide the patient with a printed copy of the *Claim Statement*.

**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.



# Easy steps to accessing reports

1 Navigate to the “**Reports**” menu option. This screen allows you to view all authorizations and claims for a specific individual or those submitted through your account.

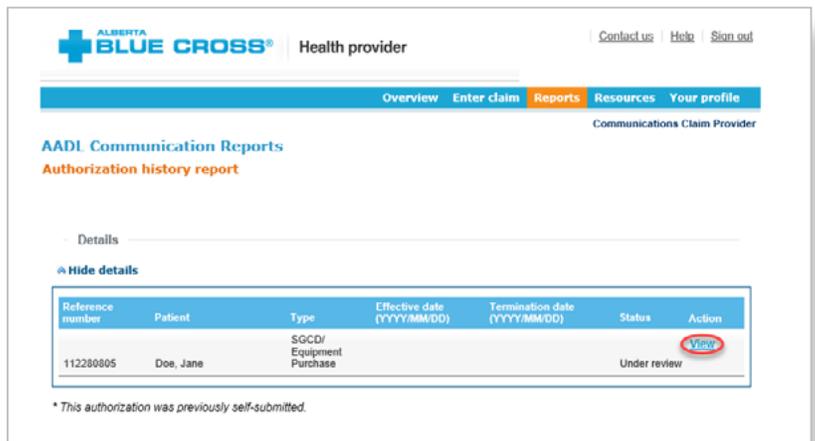
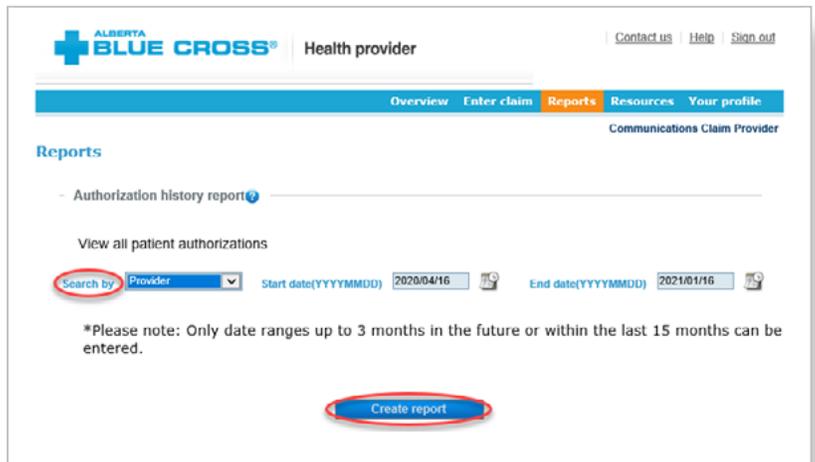


2 For an authorization history report by provider, select provider from the drop-down menu. Enter a start and end date for the claim information you wish to display (up to a maximum of the last fifteen months and three months into the future), then click “**Create report**”.

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

b. To access a printable version of the authorization, click “**View**” in the summary table.

c. A printable copy of the report results is available by clicking “**Print**”.



Communications Claim Provider

### Authorization results

**Authorization status**

Patient name: Jane Doe  
 Patient phone number: 7004900000  
 Reference number: 112200005

Submission date: 2020-10-14  
 Practitioner name: Communications Practitioner  
 Practitioner phone number: N/A  
 Provider name: Communications Claim Provider  
 Provider phone number: N/A  
 Provider comments

Shipping address 10009 108 St  
 Edmonton, AB T5J3C5

Quote number  
 Serial number

Product	Quantity	Total cost(\$)	Status	Explanation number
iPad 04 GB SGCD Package	1.00	1,000.00	Under review	
<b>Total</b>		<b>\$1,000.00</b>		

Explanations

[Print](#)

3 For an authorization history report by authorization number, select reference number from the drop-down menu and enter the number, then click **“Create report”**.

- a. To access a printable version of the authorization, click **“View”** in the summary table.
- b. A printable copy of the report results is available by clicking **“Print”**.

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Health provider

Overview Enter claim **Reports** Resources Your profile

Communications Claim Provider

### Reports

Authorization history report

View all patient authorizations

Search by Reference number Reference number

[Create report](#)

Contact us | Help | Sign out

Health provider

Overview Enter claim **Reports** Resources Your profile

Communications Claim Provider

### AADI Communication Reports

**Authorization history report**

Details

Hide details

Reference number	Patient	Type	Effective date (YYYY/MM/DD)	Termination date (YYYY/MM/DD)	Status	Action
112200005	Doe, Jane	SGCD/ Equipment Purchase			Under review	<a href="#">View</a>

\* This authorization was previously self-submitted

Authorization results

**Authorization status**

Patient name: Jane Doe  
 Patient phone number: 7804988000  
 Reference number: 112280805

Submission date: 2020-10-14  
 Practitioner name: Communications Practitioner  
 Practitioner phone number: N/A  
 Provider name: Communications Claim Provider  
 Provider phone number: N/A  
 Provider comments  
 Shipping address 10009 108 St  
 Edmonton, AB T5J3C5

Quote number  
 Serial number

Product	Quantity	Total cost(\$)	Status	Explanation number
iPad 64 GB SGCD Package	1.00	1,000.00	Under review	
<b>Total</b>		<b>\$1,000.00</b>		

Explanations

[Print](#)

4

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.

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Overview Enter claim **Reports** Resources Your profile  
 Communications Claim Provider

**Reports**

- Authorization history report [?](#)

View all patient authorizations

Search by  Start date(YYYYMMDD)  End date(YYYYMMDD)

\*Please note: Only date ranges up to 3 months in the future or within the last 15 months can be entered.

[Create report](#)

- Outstanding payment report [?](#)

View all claims remaining to be paid as of October 16, 2020

[Create report](#)

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Overview Enter claim **Reports** Resources Your profile  
 Communications Claim Provider

**AADL Communications Reports**  
**Outstanding payment report**

Provider of service  [Need help cancelling a claim? ?](#)

- Details [?](#)

**Hide details**

Service date YYYYMMDD	Patient name	Product or service	Amount claimed(\$)	AADL contribution(\$)	Document number	Action
2020/10/16	Doe, Jane	Trachoe 655-T	180.00	135.00	112280997	<a href="#">View</a> <a href="#">Cancel</a>
<b>Total</b>			<b>\$180.00</b>	<b>\$135.00</b>		

[Click here to print](#)

5 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 online.

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Overview Enter claim Reports Resources Your profile

Communications Claim Provider

### AADL Communications Reports

Outstanding payment report

Provider of service: AADL Communication [Need help cancelling a claim?](#)

Details

Hide details

Service date YYYYMMDD	Patient name	Product or service	Amount claimed(\$)	AADL contribution(\$)	Document number	Action
2020/10/16	Doe, Jane	Trachoe 655-T	180.00	135.00	112280997	<a href="#">View</a> <a href="#">Cancel</a>
<b>Total</b>			<b>\$180.00</b>	<b>\$135.00</b>		

[Click here to print](#)

6 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 cancelling a claim, all claims associated with the document number must be cancelled.

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### 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 YYYYMMDD	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number
2020/10/16	Doe, Jane	Trachoe 655 T	180.00	135.00	112280997

Cancellation reason:   
 Additional services provided  
 Claim entered in error  
 Other

7 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 six months.

[Payment history report](#)

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

Payment Date:

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>

To access payment history, please select a start and end date.

Start date(YYYYMMDD):   End date(YYYYMMDD):

\*Please note: Only date ranges within the previous 6 months can be entered.

8

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:

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>

**Create summary** **Export summary**

To access payment history, please select a start and end date.

Start date(YYYYMMDD):  End date(YYYYMMDD):

\*Please note: Only date ranges within the previous 6 months can be entered.

**Create report** **Export report**

**ALBERTA BLUE CROSS** Payment History Report  
for October 16, 2020 - October 16, 2020

**Communications Claim Provider**  
50099 106 St  
Edmonton, AB, T5J3C5

Provider of service: AADL Communication

Service date (YYYYMMDD)	Patient	Product or service	Amount claimed(\$)	AADL contribution (\$)	Patient cost share portion(\$)	Patient upgrade charge(\$)	Document number	Invoice number	Authorization reference number
No items were found									

9

To print a copy of the patient’s claim statement, enter the authorization reference number. Then click **“Search”** to display a printable copy of the patient claim statement.

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**

**Reports**  
**Patient claim statements**

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

Enter authorization

Reference number

**Clear** **Search**

**ALBERTA BLUE CROSS** Health provider Contact us | Help | Sign out

Overview Enter claim **Reports** Resources Your profile

Choose another Claim Statement for this individual. You must provide the patient with a printed copy of this claim statement. Please click below to print.

**Back** **Print Alberta Blue Cross Statement**

**ALBERTA BLUE CROSS** Date: October 16, 2020  
Document number: 112280997

Patient Name: Doe, Jane

**Health claim summary**

Total amount claimed	\$100.00
AADL will pay	\$135.00
Patient will pay	\$45.00

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

Patient: Jane  
Provider: Communications Claim Provider

Service date (YYYYMMDD)	Product or service	Practitioner	Claimed amount	AADL contribution	Patient cost share portion	Explanation number*
2020/10/16	Trachoe 655-T	Communications Practitioner	180.00	135.00	45.00	
<b>Total</b>			<b>\$180.00</b>	<b>\$135.00</b>	<b>\$ 45.00</b>	

*Please retain for your records*

## 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 five 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 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](https://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.

