



AMBULANCE PROVIDER USER GUIDE

Online claims submission

January 2023

provider.ab.bluecross.ca/health

AMBULANCE PROVIDER USER GUIDE— ONLINE CLAIMS SUBMISSION

Alberta Blue Cross® is pleased to offer online claims submission for health services providers. This convenient service is delivered through an easy-to-use secure website and is available at no cost to health services providers across Alberta.

Online submission provides the convenience of direct billing for eligible services for your customers with coverage through Alberta Blue Cross group plans, individual plans and those with coverage through ASEBP. You are assured of prompt payment directly from Alberta Blue Cross, while retaining existing customers and gaining a competitive advantage over providers who may choose not to submit claims online.

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. Details about completing this form can be accessed at ab.bluecross.ca.

The Provider Agreements and Administration 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 of these emails, you can begin serving your customers through online claims submission.

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 Online Health Provider site and enter the login ID and password.

You will be asked to agree to the Web Site Policy and Online Billing Agreement, update your banking information, 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.

Claiming online is quick, easy and secure!

After validating a patient's identity and predetermining results as confirmed by the patient, you simply submit the claim for processing. Within seconds of submission, results are displayed. The patient will be required to pay only the portion not covered under their benefit plan. The transaction is then complete.

A video tutorial of the Online Health Portal is available on our public website at ab.bluecross.ca.

Help



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



EASY STEPS TO UPDATE BANKING INFORMATION

1. Banking information notification

When you login to the Online Health Portal (OHP) for the first time, you will be prompted to enter your banking information before proceeding to claim submission.

Note

Please confirm your bank account details with your banking institution before moving onto the next step.

The screenshot shows the 'Overview' page of the Alberta Blue Cross Health provider portal. A modal window is displayed in the center with the following text:

Please be advised. Your banking information needs to be updated to proceed with claim submission.

To update your banking information, navigate to "Your Profile" and select "Change banking information". Please double check your entry to ensure your banking information is accurate - this information will be added to our system as entered on this form.

If you have any questions or concerns, please contact Alberta Blue Cross Provider Relations at 1-800-500-1195.

Buttons: OK

2. Update banking information

Enter the transit, institution, and account number as confirmed by your banking institution. Verify this information and enter these numbers again to ensure payment is made to the correct account.

The screenshot shows the 'Your profile' page of the Alberta Blue Cross Health provider portal. The page title is 'Your profile' and the user name is 'Jane Smith'. The page contains a form titled 'Enter your new Bank account information' with the following fields:

- *Transit number
- *Institution number
- *Account number

Below the first set of fields, there is a section titled 'Please enter your new Bank information again as a precaution to prevent errors' with the same three fields:

- *Transit number
- *Institution number
- *Account number

Buttons: Reset, Update

3. Banking information confirmation

Once the banking information is saved you will be shown a prompt that confirms your banking information has been successfully update. You will also receive an email confirming the changes to your account.

The screenshot shows the 'Your profile' page of the Alberta Blue Cross Health provider portal. The page title is 'Your profile' and the user name is 'Jane Smith'. The page contains a confirmation message:

Information
Banking information updated successfully

Below the message, there is a table showing the updated banking information:

Transit number	Institution number	Account number	Effective date
11111	111	111111111	1/7/2023

EASY STEPS TO SUBMIT AND PROCESS A CLAIM

1. Enter the patient's information

Navigate to the "Enter claim" menu option and enter the patient's ID number and group number exactly as they appear on their Alberta Blue Cross or ASEBP ID card. Then ask the patient for their date of birth, enter the date and click the "Search" button.

Note

If you're submitting a claim for a returning patient, you can enter their last and first name to populate the ID number, group number and date of birth fields.

2. Verify whether the patient has Coordination of Benefits

Confirm if the patient has other active coverage and if payment has been made by another benefit carrier or provincial plan.

If "No": continue below.

If "Yes": continue to page 6.

3. Invoice details

Enter your invoice, account or patient number in the invoice number field. If you do not assign any number, leave the field blank.

4. Enter details

Enter the service date, service type, pick-up and drop-off locations, total cost, and amount paid by other insurance carrier (if applicable).

If the pick-up or drop-off location is a hospital, you will need to either select a location from the drop-down menu or resolve using the "Find Hospital" option. Click "Add claim." Repeat these steps for each service being considered.

When you are satisfied with the details you have entered, click the "Predetermine" button.

Please refer to article 4.4 in the Online Services Billing Agreement for more information regarding the service date.

Enter claim
Enter details

Patient information

Name	Jones, Alberta
ID number	4124559-58
Group number	99

Claim type

Provider of service: Ambulance

Invoice details

Invoice number: 123457

Claim details

Service date (YYYY MM DD): 2020-04-27

Service: Ground Ambulance - Patient Transported

Trip from: Hospital

Trip to: Patient's residence

Total cost (\$): 385

Other plan paid (\$): 100

[Find Hospital](#)

[Add claim](#)

[Cancel](#)

[Predetermine](#)

ALBERTA BLUE CROSS

Find a hospital

Search criteria

Hospital name:

Postal code:

Phone number:

[Close](#) [Search](#)

5. Predetermine

This is a simple inquiry into the patient's benefit plans to determine the coverage available. You can click "Modify" to go back to step 2, "Cancel" to exit without saving or "Process claim" to submit the claim online to Alberta Blue Cross for immediate processing.

Details

[Hide details](#)

Patient: Alberta
Service provider: City of St Albert

Service date (YYYY/MM/DD)	Service	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number
2020/04/00	Ground Ambulance - Patient Transported	305.00	305.00	100.00	205.00	
	Total	\$385.00	\$385.00	\$100.00	\$285.00	

[Click here to print](#)

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

6. Process claim

You will receive a confirmation from Alberta Blue Cross within seconds of your submission.

A printable copy of the patient's claim statement is displayed. Simply click "Print."

You must provide the patient with a printed copy of the "Claim statement".

Note

There may be some circumstances when a claim cannot be processed electronically.

You will receive a notification on this screen and these claims will have to be submitted manually by the patient to Alberta Blue Cross.

HEALTH PROVIDER

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

[Overview](#)
[Enter claim](#)
[Reports](#)
[Resources](#)
[Your 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: April 8, 2020
Document number: 111727065

We're here to help!

Edmonton and area (780)498-8000
Calgary and area (403)234-9666
Toll free 1 800 661 6996
8:30 a.m. - 5 p.m. MT
www.ab.bluecross.ca

Patient Name: Jones, Alberta
ID number 4124559-50
Group: 99 Section: TST

Health claim summary

Total amount claimed	\$305.00
Other plan paid	\$100.00
Total amount not paid	\$0.00
Amount paid	\$285.00

Details

Each claim you submit is assessed according to the rules of your benefit plan. Please refer to the explanations near the end of this statement for descriptions of terms, and to your benefit booklet for plan details.

Patient: Alberta
Service provider:

Service date (YYYY/MM/DD)	Product or service	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number ^a
2020/04/08	Ground Ambulance - Patient transported	385.00	385.00	100.00	285.00	
Total		\$ 385.00	\$ 385.00	\$ 100.00	\$ 285.00	

Acknowledgment

By accepting this claim summary, I certify that the information on this claim summary is complete and accurate and the services and/or products listed have been received by the patient indicated. I also acknowledge that, by presenting my Alberta Blue Cross identification card or my identification number for a benefit plan administered by Alberta Blue Cross to the named Service Provider, I consent and agree to:

- The Service Provider submitting a claim containing my personal information to Alberta Blue Cross on my behalf and I authorize payment of this claim by Alberta Blue Cross directly to the Service Provider.
- Alberta Blue Cross using my personal information to determine my eligibility for benefits, to adjudicate/pay claims, to administer the terms of my benefit plan and to verify/audit paid claims as described in the Alberta Blue Cross Privacy Policy posted at [www.ab.bluecross.ca](#), and
- The Service Provider disclosing my personal information to Alberta Blue Cross for the above purposes.

Please retain for your records

STEPS FOR ONLINE SUBMISSION WITH COORDINATION OF BENEFITS BETWEEN ALBERTA BLUE CROSS AND ANOTHER BENEFIT CARRIER

1. Patient has Coordination of Benefits

Click "Yes" if a portion of this claim has already been paid by another benefit carrier and if you would like to submit the remaining amount to this plan.

ALBERTA BLUE CROSS® Health provider

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Overview Enter claim Reports Resources Your profile

Enter claim

Coordination of benefits information

Patient information

Name	Jones, Alberta
ID number	4124559-58
Group number	99

COB information

Is the patient entitled to receive comparable benefits from any other insurance company, health benefits company or Alberta Blue Cross Plan? ☒ Yes ☐ No

If the claim was submitted through another benefit carrier or provincial plan, would you like to submit the remaining amount to this plan? ☐ Yes ☐ No

Cancel Next

2. Enter the amount paid

Enter the amount paid by the other benefit carrier for each claim line. If payments have been made by two or more other benefit carriers, combine the amount paid and enter one total for each claim line.

Enter details

Select a service, enter the total cost and the provider name, then click "Add claim."

Repeat the same process until all lines have been entered, then click "Predetermine."

Enter claim

Enter details

Patient information

Name	Jones, Alberta
ID number	4124559-58
Group number	99

Claim type

Provider of service: Ambulance

Invoice details

Invoice number: 123457

Claim details

Service date (YYYY-MM-DD): 2020-04-27

Service: Ground Ambulance - Patient Transported

Trip from: Hospital

Trip to: Patient's residence

Total cost (\$): 385

Other plan paid (\$): 100

Add claim

Cancel Predetermine

EASY STEPS TO ACCESS REPORTS

1. Reports

This screen allows you to pull up all claims waiting to be paid, history of settled claims and individual statements.

Outstanding payment report

Alberta Blue Cross will make payments to your office daily at midnight. This report lists all remaining transactions. It also allows you to cancel claims.

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". Once payment has been issued, you can view and print the claims statement.

Patient claim statements

This allows you to print a copy of the patient claim statements.

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Overview **Enter claim** **Reports** **Resources** **Your profile**

Reports

Outstanding payment report ?

View all claims remaining to be paid as of April 8, 2020

Provider of service: **Ambulance**

*Please note: If there are any claims to be cancelled, they can be viewed and cancelled within this report.

Create report

Payment history report ?

Provider of service: **Ambulance**

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

Payment Date: **Choose one** ▼

Create summary **Export summary**

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

Start date(YYYYMMDD): **2020/04/08** End date(YYYYMMDD): **2020/04/08**

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

Create report **Export report**

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



Help: For additional information, click the help button (blue button with a question mark). The help button has answers to questions that are frequently asked about the section.

2. Outstanding payment report

If your clinic is registered with several provider types, please select the provider type for this report from the drop-down menu.

If your clinic is registered as an individual provider type, the "Provider of service" field will be populated automatically.

Alberta Blue Cross will make payment runs daily at midnight. The outstanding payment report lists all transactions that are remaining to be paid. Once the transactions have been paid, they will be removed from this report and appear on the payment history report.

Provider of service: Ambulance

*Please note: If there are any claims to be cancelled, they can be viewed and cancelled within this report.

Create report

3. Payment history reports

If your clinic is registered with multiple provider types and has single sign on, select the provider type for this report from the drop-down menu.

If your clinic is registered as an individual provider type, the "Provider of service" field will be populated automatically.

Enter a start and end date for the claim information you wish to display (these dates must be within the previous six months).

All transactions that have been paid by Alberta Blue Cross to your office, within the specified time, are listed on a printer-friendly screen. Statement IDs, document numbers and invoice numbers are included for your reference, as well as details about each patient's claim.

ALBERTA BLUE CROSS® Health provider

Overview Enter claim **Reports** Resources Your profile

Ambulance Reports
Outstanding payment report

Provider of service: Ambulance

Need help cancelling a claim?

Details

Hide details

Service date YYYY/MM/DD	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number	Action
2020/04/08	Jones, Alberta	Ground Ambulance - Patient Transported	385.00	285.00	111727065	View Cancel
2020/04/06		Ground Ambulance - Patient Transported	123.45	0.00	111727014	View
2020/04/06		Ground Ambulance - Patient Transported	123.45	0.00	111727014	View
2020/04/06		Response Fee	123.45	0.00	111727012	View
2020/04/06		Ground Ambulance - Patient Transported	123.45	0.00	111727009	View

Provider of service: Ambulance

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

Payment Date: Choose one

Create summary **Export summary**

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

Start date(YYYYMMDD): 2020/04/08 End date(YYYYMMDD): 2020/04/08

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

Create report **Export report**

Note

Use the "Export" button to receive a copy of your payment history report in a csv file.

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

Start date(YYYYMMDD): 2020/04/08 End date(YYYYMMDD): 2020/04/08

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

Create report **Export report**

EASY STEPS TO CANCEL A CLAIM

1. Outstanding payment report

If your clinic is registered with multiple provider types and has single sign on, please select the provider type for this report from the drop-down menu.

If your clinic is registered as an individual provider type, the "Provider of service" field will be populated automatically.

Outstanding payment report

View all claims remaining to be paid as of April 8, 2020

Provider of service: Ambulance

*Please note: If there are any claims to be cancelled, they can be viewed and cancelled within this report.

Create report

2. Cancel

To cancel a claim, click the hyperlink.

If the cancellation 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. Please refer to the help icon for further instructions about how to cancel your claim.

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Contact us Help Sign out

Overview Enter claim Reports Resources Your profile

Ambulance Reports

Outstanding payment report

Provider of service: Ambulance

Need help cancelling a claim?

Service date YYYY/MM/DD	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number	Action
2020/04/08	Jones, Alberta	Ground Ambulance - Patient Transported	385.00	285.00	111727065	View Cancel
2020/04/06		Ground Ambulance - Patient Transported	123.45	0.00	111727014	View
2020/04/06		Ground Ambulance - Patient Transported	123.45	0.00	111727014	View
2020/04/06		Response Fee	123.45	0.00	111727012	View
2020/04/06		Ground Ambulance - Patient Transported	123.45	0.00	111727009	View
2020/04/06		Ground Ambulance - Patient Transported	123.45	0.00	111727009	View
Total			\$1,002.25	\$285.00		

[Click here to print](#)

Note

If a payment run is in progress, you will receive a notification that the claim cannot be cancelled.

Reports

Outstanding payment report

Information

Cancellation options are unavailable at this time as our payment runs are currently in progress. We apologize for this inconvenience and encourage you to review the steps in "Need help cancelling a claim".

Provider of service: Chiropractor

Need help cancelling a claim?

3. Cancellation review

If you choose to cancel a claim, you will be asked for the reason. A drop-down menu lists common reasons.

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

If you select "Other", please provide the reason.

ALBERTA BLUE CROSS®

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
2020/04/08	Jones, Alberta	Ground Ambulance - Patient Transported	385.00	285.00	111727065

Cancellation reason: - Select one -
- Select one -
Additional services provided
Claim entered in error
Other Ok Ok

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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
2020/04/08	Jones, Alberta	Ground Ambulance - Patient Transported	385.00	285.00	111727065

Cancellation reason: Other Reason cancellation is required ⓘ Back Ok

4. Cancellation

Once a claim has successfully been cancelled, it will appear at the top of the screen as confirmation.

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Ambulance Reports

Overview Enter claim Reports Resources Your profile

City of St Albert

Outstanding payment report

Information
Claims for Alberta Jones submitted on Apr 8, 2020 have been cancelled

Provider of service: Ambulance Need help cancelling a claim? ⓘ

EASY STEPS TO CANCEL A PAID CLAIM

1. Patient claim statements

In the Reports section, click
"Create a claim statement".

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Overview Enter claim Reports Resources Your profile

Jane Smith

Reports

– Outstanding payment report ?

View all claims remaining to be paid as of January 4, 2023

Provider of service - Choose one -

*Please note: If there are any claims to be cancelled, they can be viewed and cancelled within this report.

Create report

– Payment history report ?

Provider of service - Choose one -

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>

Create summary

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

Start date (YYYYMMDD) 2022/07/04 End date (YYYYMMDD) 2023/01/04

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

Create report

– 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

2. Enter patient information

Input the members ID numbers, group number, date of birth, and click "Search".

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Overview Enter claim Reports Resources Your profile

Jane Smith

Reports

Patient claim statements

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

Enter patient ?

ID number

Group number

Date of birth (YYYY-MM-DD)

Clear Search

3. Claim type

If your clinic is registered with multiple provider types and has single sign on, please select the provider type for this report from the drop-down menu. If your clinic is registered as an individual provider type, the "Provider of service" field will be populated automatically.

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Overview Enter claim Reports Resources Your profile

Jane Smith

Patient Claim Statements

Patient information

Name	Doe, Jamie
ID number	24261009-01
Group number	99

Claim type

Provider of service: Message Therapist ▼

Cancel Next

4. Cancel

To cancel a claim, click the hyperlink. If the cancellation 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. Please refer to the help icon for further instructions about how to cancel your claim.

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Overview Enter claim Reports Resources Your profile

Patient Claim Statements

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

Patient information

Name	Doe, Jamie
ID number	24261009-01
Group number	99

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

Service date	Service	Claimed amount(\$)	Blue Cross Paid(\$)	Document number	Status	Action
2022/12/05	Massage Therapy	50.00	20.00	142016535	Complete	Cancel
2022/12/06	Massage Therapy	50.00	25.00	142816535	Complete	Cancel
2022/12/07	Massage Therapy	50.00	25.00	142816535	Complete	Cancel

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

Back

5. Cancellation review

If you choose to cancel a claim, you will be asked for the reason. A dropdown menu lists common reasons.

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

If you select "Other", please provide the reason.

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Contact us | Help | Sign out

Overview Enter claim Reports Resources Your profile

Jane Smith

Patient Claim Statements

Patient information

Name	Doe, Jamie
ID number	24261009-01
Group number	99

Claim type

Provider of service Message Therapist

Cancel Next

Need help cancelling a claim?

Service date YYYY/MM/DD	Patient	Service	Amount claimed(\$)	Blue Cross Paid(\$)	Document number
2022/12/05	Doe, Jamie	Message Therapy	50.00	20.00	142816535
2022/12/06	Doe, Jamie	Message Therapy	50.00	25.00	142816535
2022/12/07	Doe, Jamie	Message Therapy	50.00	25.00	142816535

Cancellation reason Other

Back Ok

6. Cancellation confirmation

Once a claim has successfully been cancelled, a confirmation will appear at the top of the screen.

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Contact us | Help | Sign out

Overview Enter claim Reports Resources Your profile

Patient Claim Statements

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

Information
Claims for Jamie Doe submitted on Dec 5, 2022 have been cancelled.

Patient information

Name	Doe, Jamie
ID number	24261009-01
Group number	99

Provider of service Message Therapist Need help cancelling a claim?

Service date	Service	Claimed amount(\$)	Blue Cross Paid(\$)	Document number	Status	Action
No item found						

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

Back

Note

If a payment run is in progress, you will receive notification that the claim cannot be cancelled.

Patient Claim Statements

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

Error
Cancellation options are unavailable at this time as our payment runs are currently in progress. We apologize for this inconvenience and encourage you to review the steps in "Need help cancelling a claim".

TECHNICAL INFORMATION

Using the Health Services Provider site, an Internet connection and your browser, you can submit claims 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 Health Services Provider site.

CONTACT US

For more information about access to the Health Services Provider site, contact Alberta Blue Cross Health Provider Services at

- 780-498-8083 (Edmonton and area),
- toll free at 1-800-588-1195 (all other areas), or
- email at healthinq@ab.bluecross.ca.

The online claims submission system is available Monday to Sunday, 8 a.m. to 9:30 p.m. Mountain Time.

Our regular office hours are Monday to Friday, 8:30 a.m. to 5 p.m. Mountain Time.

