

HOME CARE SERVICES USER GUIDE

Online claims
submission

HOME CARE SERVICES 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 providers across Alberta.

Online submission provides the convenience of direct billing for eligible services for your customers.

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 forms can be accessed 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.

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 at provider.ab.bluecross.ca/health and enter the login ID and password.

You will be asked to agree to the website policy and online billing agreement, set up your two reminder questions, provide your direct deposit information and change your temporary 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.



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 and group number.

For Client Directed Care Invoicing, the patient's ID number is their personal health number and their group number is 23720.

Note

If you're submitting a claim for a returning patient, you can enter their last and first name to resolve for the patient.

The screenshot shows the 'Enter Home Care Services claim' form. At the top, there's a header with the Alberta Blue Cross logo and 'Health provider' text. Below this is a navigation bar with tabs: Overview, Enter claim (highlighted), Reports, Resources, and Your profile. The main heading is 'Enter Home Care Services claim'. There are two input sections: 'Enter patient' and 'Enter a returning patient'. The 'Enter patient' section has a note: 'Note: patients who have not had a claim submitted in the last six months will have to be entered as a new patient.' It includes fields for 'ID number', 'Group number', and 'Date of birth (YYYY-MM-DD)'. The 'Enter a returning patient' section has a field for 'Enter patient name' with a placeholder 'Last name, First name'. There are 'Clear' and 'Search' buttons at the bottom right.

2. Enter details

Select a service and enter the total cost as well as the number of hours (up to two decimal points).

Note

Be sure to select the appropriate service that agrees with the credentials of the performing service provider.

The screenshot shows the 'Enter claim' form. At the top, there's a header with the Alberta Blue Cross logo and 'Health provider' text. Below this is a navigation bar with tabs: Overview, Enter claim (highlighted), Reports, Resources, and Your profile. The main heading is 'Enter claim'. There are two sub-headings: 'Enter details' and 'Patient information'. The 'Patient information' section shows a table with patient details: Name (Doe, Jamie), ID number (123000223), and Group number (23720). Below this is the 'Claim type' section with a dropdown menu showing 'Provider of service' and 'Home Care Services'. The 'Claim details' section has fields for 'Service date (YYYY-MM-DD)', 'Service' (a dropdown menu with 'Choose one' selected), 'Number of hours' (a text input with '0'), and 'Total cost (\$)' (a text input). There is an 'Add claim' button at the bottom right.

3. Enter the claim details as required and click "Add claim". The number of hours can be entered to two decimal places. If you have more claims to enter, continue entering them and verify details as they appear in the claim details table. Once complete, click "Predetermine".

Note

If your claim cannot be processed electronically, please contact the Provider Relations Contact Center at 1-800-588-1195.

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Overview Enter claim Reports Resources Your profile

Alberta Home Care

Enter claim

Enter details

Patient information

Name	Doe, Jamie
ID number	123000223
Group number	23720

Claim type ⓘ

Provider of service Home Care Services

Claim details ⓘ

Service date (YYYY MM DD)

Service - Choose one -

Number of hours

Total cost (\$)

[Add claim](#)

4. 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.

Note

Any outstanding balance remaining after claim adjudication may be billed to the member directly.

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Overview Enter claim Reports Resources Your profile

Alberta Home Care

Enter Home Care Services claim

Predetermine

Patient information

Name	Doe, Jamie
ID number	123000223
Group number	23720

Summary

Predetermination results as of Oct 22, 2021 11:47 AM 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 amount submitted:	\$100.00
Plan(s) will pay:	\$100.00
Balance remaining:	\$0.00

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](#)

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

5. 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. You must provide the patient with a printed copy of the claim statement.


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[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: October 22, 2021
Document number: 127680046

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

Patient Name: Doe, Jamie
ID number: 123000223
Group: 23720 **Section:** B

Health claim summary

Total amount claimed	\$100.00
Total amount not paid	\$0.00
Amount paid	\$100.00

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: Jamie
Service provider: Alberta Home Care

Service date (YYYY/MM/DD)	Product or service	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number*
2021/10/22	Personal care	100.00	100.00	0.00	100.00	
Total		\$ 100.00	\$ 100.00	\$ 0.00	\$ 100.00	

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

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

The outstanding payment report lists all transactions that are remaining to be paid and allows you to cancel a claim.

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 date

Select a start and end date to view a patient's payment history.

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](#)

Alberta Home Care

Reports

[Outstanding payment report](#) ⓘ

View all claims remaining to be paid as of October 22, 2021

Provider of service: Home Care Services

*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: Home Care Services

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](#)

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

Start date (YYYYMMDD): 2021/04/22 End date (YYYYMMDD): 2021/10/22

*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](#)

Note

Sort: This is currently available for outstanding payment reports and patient claim statements. You can sort the column by clicking on the double-headed arrow, located beside the column title.



Hide details

Service date YYYYMMDD	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number	Action
2021/10/01	Doe, Jamie	Personal care	50.00	50.00	127680054	View Cancel
2021/10/04	Doe, Jamie	Respite	50.00	50.00	127680054	View Cancel
2021/10/08	Doe, Jamie	Homemaking	50.00	50.00	127680054	View Cancel
2021/10/22	Doe, Jamie	Personal care	100.00	100.00	127680046	View Cancel
Total			\$250.00	\$250.00		

[Click here to print](#)



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

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.


– Outstanding payment report ⓘ

View all claims remaining to be paid as of October 22, 2021

Provider of service Home Care Services

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

[Create report](#)

 **Health provider** [Contact us](#) [Help](#) [Sign out](#)

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

Alberta Home Care

Home Care Services Reports

Outstanding payment report

Provider of service Home Care Services [Need help cancelling a claim? ⓘ](#)

– Details –

[Hide details](#)

Service date YYYY/MM/DD	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number	Action
2021/10/01	Doe, Jamie	Personal care	50.00	50.00	127680054	View Cancel
2021/10/04	Doe, Jamie	Respite	50.00	50.00	127680054	View Cancel
2021/10/08	Doe, Jamie	Homemaking	50.00	50.00	127680054	View Cancel
2021/10/22	Doe, Jamie	Personal care	100.00	100.00	127680046	View Cancel
Total			\$250.00	\$250.00		

[Click here to print](#)

3. Payment history reports

Claims statements are available to view and print for one year.

Payment history is available for claims submitted in the last six months.

– Payment history report ⓘ



Provider of service Home Care Services

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](#)

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

Start date (YYYYMMDD) 2021/04/22  End date (YYYYMMDD) 2021/10/22 


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

[Create report](#)

3a. Provider statement and summary

To access your claim statement, select the EFT payment date to create a PDF of your provider summary report, which can be saved or printed.

PROVIDER SUMMARY



ARC HEALTH CLINIC
10009 108 ST NW
EDMONTON AB T5J 3C5

Date: May 24, 2016
Health statement number: 341/9812
PAYMENT MADE BY DIRECT DEPOSIT: 8103499

Health claim summary

Total amount claimed	\$580.00
Amount not covered	\$107.00
Total amount paid	\$453.00

Details

Document number	ID number	Patient name	Amount claimed	Amount paid
47787598	4008023-16	John Smith	37.00	37.00
47787598	4008023-17	Jane Smith	37.00	0.00
47787598	4008023-18	John Smith	37.00	37.00
47787608	4008023-10	Jane Smith	30.00	30.00
47787602	4740591-49	Dennis Smith	80.00	80.00
47787649	780111222-11	John Smith	33.00	33.00
47787649	780111222-12	John Smith	133.00	83.00
47787649	780111222-13	Jane Smith	34.00	34.00
47787653	2319584-52	Dennis Smith	130.00	110.00
TOTALS FOR THIS STATEMENT			\$580.00	\$453.00

Patient name: John Smith
ID number: 780111222-11 **Group:** 99 **Section:** TST **Document ID:** 47707649

Service date YYYYMMDD	Product or service	Claimed amount	Eligible amount	Percent covered	Other plan paid	This plan paid	Explanation number ¹
2010/05/19	Personal Care	33.00	33.00	100%	0.00	33.00	
Totals for John		\$33.00			\$0.00	\$33.00	

Patient name: Jane Smith
ID number: 780111222-12 **Group:** 99 **Section:** TST **Document ID:** 47787649

Service date YYYYMMDD	Product or service	Claimed amount	Eligible amount	Percent covered	Other plan paid	This plan paid	Explanation number ¹
2016/05/19	Personal Care	33.00	33.00	100%	0.00	33.00	
2016/05/20	Homemaking	100.00	50.00	100%	50.00	50.00	3123
Totals for Jane		\$133.00			\$50.00	\$83.00	

Patient name: Dennis Smith
ID number: 780111222-13 **Group:** 99 **Section:** TST **Document ID:** 47787649

Service date YYYYMMDD	Product or service	Claimed amount	Eligible amount	Percent covered	Other plan paid	This plan paid	Explanation number ¹
2016/05/19	Respite	34.00	34.00	100%	0.00	34.00	
Totals for Dennis		\$34.00			\$0.00	\$34.00	

Patient name: Jane Smith
ID number: 2319584-52 **Group:** 14200 **Section:** R **Document ID:** 47787653

Service date YYYYMMDD	Product or service	Claimed amount	Eligible amount	Percent covered	Other plan paid	This plan paid	Explanation number ¹
2016/05/01	Homemaking	130.00	110.00	100%	0.00	110.00	3345
Totals for Denise		\$130.00			\$0.00	\$110.00	

***Explanations**

See the numbered explanations below for details of how your claims were assessed. More than one numbered explanation may apply to a claim line.

3123	Payment has been reduced as the maximum amount allowed for this service has been reached. The service is limited to \$50 in 1 Days starting January 1.
3345	Payment has been reduced as the maximum amount allowed for this service has been reached. The service is limited to \$110 per occurrence.
344	Our files indicate coordination of benefits apply. Please provide a statement from the primary carrier or if coverage is terminated, please indicate the termination date. Resubmit this information with this Explanation of Benefits statement.

Understanding this statement - Terms and Explanations

Eligible amount: This is the portion of the Claimed amount (not exceeding the amount claimed) that is calculated to be eligible for reimbursement subject to the terms of your plan. It includes deductible and/or co-payment amounts if they apply. You are responsible for the remaining cost not covered by your plan(s).
Please note: It is important to refer to your benefit information to determine what is covered.

Other plan paid: This is the amount another benefit plan has already paid for your claim. Through coordination of benefits (COB), eligible individuals, couples or families with more than one benefit plan can combine their benefit coverage to receive up to the maximum eligible amount in accordance with the contract provisions. If you have other coverage and have not claimed through it, you may submit this statement as part of the claim to your other benefit carrier for coordination of benefits.

Private and confidential This statement is issued for use only by the provider of service for purposes of claims processing and payment and is not to be shared with any third party. If the patient requires a statement pertaining to a claim for services provided, please advise them to contact their benefits carrier directly.

Our mailing address is Alberta Blue Cross, 10009-108 Street NW, Edmonton, Alberta T5J 3C5.

Part of your healthy future.

3b. Payment history

Enter a start and end date for the claim information you wish to display.

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 and document numbers are included for your reference, as well as details about each patient's claim.


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

Start date(YYYYMMDD) 2018/05/31

End date(YYYYMMDD) 2018/05/31

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

Create report



Payment History Report
 for December 24, 2013 - January 14, 2014

ABC Health Clinic
 10009 108th Street NW
 Edmonton, AB, T6J3C6

Provider of service: Home care services

Service date (YYYY-MM-DD)	Patient	Product or service	Amount claimed(\$)	Alberta Blue Cross paid (\$)	Document number
Statement ID 34171381	Date 12/24/2013				
2013-11-27	Smith, Jane	Personal Care	125.75	40.00	47762461
2013-12-05	Smith, Jane	Homemaking	150.58	40.00	
2013-12-19	Smith, John	Personal Care	150.95	40.00	
2013-12-20	Smith, John	Personal Care	150.00	40.00	
2013-12-05	Smith, John	Homemaking	12.00	0.00	47762467
2013-12-05	Smith, John	Homemaking	125.00	0.00	
2013-12-05	Smith, Dennis	Homemaking	152.00	35.00	47762477
2013-12-15	Smith, John	Personal Care	120.00	35.00	
2013-12-21	Smith, John	Homemaking	125.00	35.00	
2013-12-22	Smith, John	Personal Care	123.00	0.00	
2013-12-23	Smith, John	Personal Care	120.00	35.00	
Total			1,334.28	299.00	

Provider of service: Home care services

Service date (YYYY-MM-DD)	Patient	Product or service	Amount claimed(\$)	Alberta Blue Cross paid (\$)	Document number
Statement ID 34171382	Date 12/24/2013				
2013-10-25	Smith, John	Personal Care	120.00	50.00	47762452
2013-12-05	Smith, John	Respite	150.00	50.00	
2013-12-05	Smith, John	Personal Care	45.00	0.00	47762470
2013-12-05	Smith, John	Personal Care	34.00	0.00	
2013-12-01	Smith, Jane	Homemaking	123.00	0.00	47762479
2013-12-01	Smith, Jane	Homemaking	123.00	0.00	
2013-12-01	Smith, John	Homemaking	123.78	0.00	
2013-12-02	Smith, John	Personal Care	123.90	0.00	
2013-12-03	Smith, Dennis	Respite	120.00	0.00	
2013-12-05	Smith, John	Personal Care	120.00	0.00	
Total			1,082.68	100.00	

Provider of service: Home care services

Service date (YYYY-MM-DD)	Patient	Product or service	Amount claimed(\$)	Alberta Blue Cross paid (\$)	Document number
Statement ID 34171383	Date 12/24/2013				
2013-12-05	Smith, John	Personal Care	125.00	50.00	47762465
2013-12-16	Smith, Jane	Homemaking	125.00	50.00	
2013-12-19	Smith, John	Personal Care	125.59	50.00	
2013-10-25	Smith, John	Personal Care	125.00	50.00	47762475
2013-12-01	Smith, John	Homemaking	120.00	50.00	
2013-12-03	Smith, Dennis	Homemaking	450.00	50.00	
2013-12-04	Smith, John	Homemaking	120.00	50.00	
2013-12-08	Smith, John	Personal Care	150.00	50.00	
2013-12-10	Smith, John	Homemaking	450.00	50.00	
Total			1,790.59	450.00	

EASY STEPS TO CANCEL A CLAIM

1. Outstanding payment report

The "Provider of service" field will be populated automatically. Click on "Create a report" to create a report.

Outstanding payment report ⓘ

View all claims remaining to be paid as of October 22, 2021

Provider of service **Home Care Services**

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

Alberta Home Care

Home Care Services Reports

Outstanding payment report

Provider of service **Home Care Services**

Need help cancelling a claim? ⓘ

Details

Hide details

Service date YYYY/MM/DD	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number	Action
2021/10/01	Doe, Jamie	Personal care	50.00	50.00	127680054	View Cancel
2021/10/04	Doe, Jamie	Respite	50.00	50.00	127680054	View Cancel
2021/10/08	Doe, Jamie	Homemaking	50.00	50.00	127680054	View Cancel
2021/10/22	Doe, Jamie	Personal care	100.00	100.00	127680046	View Cancel
Total			\$250.00	\$250.00		

[Click here to print](#)

Note

If a payment run is in progress, you will receive 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
2021/10/22	Doe, Jamie	Personal care	100.00	100.00	127680046

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

Back Ok

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
2021/10/22	Doe, Jamie	Personal care	100.00	100.00	127680046

Cancellation reason: Other

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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Overview Enter claim **Reports** Resources Your profile

Alberta Home Care

Home Care Services Reports

Outstanding payment report

Information
Claims for Jamie Doe submitted on Oct 22, 2021 have been cancelled.

Provider of service: Home Care Services Need help cancelling a claim? ⓘ

Details

Hide details

Service date YYYYMMDD	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number	Action
2021/10/01	Doe, Jamie	Personal care	50.00	50.00	127680054	View Cancel
2021/10/04	Doe, Jamie	Respite	50.00	50.00	127680054	View Cancel
2021/10/08	Doe, Jamie	Homemaking	50.00	50.00	127680054	View Cancel
Total			\$150.00	\$150.00		

[Click here to print](#)

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 Service Relations 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.

