

Important information regarding potential disruption of postal services

In response to the possibility of a Canada Post strike, we encourage you to be proactive and sign up for secure website access and ensure your direct deposit information is current.

To sign up for secure website access, please visit https://www.ab.bluecross.ca/public_forms/provider-request-access-add-practitioner.php?pt=optical

The direct deposit application form can be found on the Alberta Blue Cross® website at <https://www.ab.bluecross.ca/pdfs/55011-Health-Provider-Direct-Deposit.pdf>

The optical provider website will allow for:

- Claims and predeterminations to be submitted electronically
- Access to outstanding payment and payment history reports
- Access to individual patient statement reports
- Daily electronic payments

For assistance with benefit or claim inquiries, please contact an Alberta Blue Cross Provider Services contact centre representative at: **780-498-8083** (Edmonton and area) • **1-800-588-1195** (toll free) • healthinq@ab.bluecross.ca

Support is available Monday to Friday from 8 a.m. to 4:30 p.m.

