

Outage affects some Alberta Adult Health Benefit and Alberta Child Health Benefit recipients

Alberta Adult Health Benefit and Alberta Child Health Benefit experienced an outage that affected a limited number of recipients from October 1 to October 7, 2025.

Coverage has been restored for all eligible recipients as of October 8, 2025.

Claims for services provided to affected clients can now be submitted for adjudication.

Please contact Alberta Blue Cross® Provider Services at 780-498-8083 or toll free at 1-800-588-1195 if you experience ongoing issues related to this outage.

Affected clients can also contact the Health Benefits Contact Centre for assistance at:

Phone: 780-427-6848

Toll free: 1-877-469-5437

Email: ahb@gov.ab.ca

We apologize for any inconvenience and appreciate your patience while we worked to resolve this issue.

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.

