

Planned maintenance: Temporary outage of the optical provider website and direct-bill claim submission

Alberta Blue Cross® will be performing planned system maintenance that will temporarily affect the optical provider website, including the submission of direct-bill claims.

Maintenance window

- **Start:** Friday, **November 21**, at **9:30 p.m. MT**
- **End:** Saturday, **November 22**, at approximately **9:00 a.m. MT**

During this time, the following services will be **unavailable**:

- Access to the **optical provider website**, including the submission of direct-bill claims.

While planned maintenance is rare for these services, we understand it can be disruptive. As such, we are taking all necessary steps to minimize disruption and ensure a smooth return to full functionality.

Additional information

- A notice will be posted on our **website banner** throughout the maintenance period to keep users informed.
- All services are expected to resume fully by **9:00 a.m. MT, on Saturday, November 22**.

We recommend planning ahead for this brief outage to ensure minimal impact on your operations.

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.

