



ALBERTA RETINAL TREATMENT PROGRAM

PROVIDER USER GUIDE— ONLINE CLAIMS SUBMISSION

October 2025



provider.ab.bluecross.ca/health

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Introduction

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 patients, who are eligible for coverage under the Alberta Retinal Treatment Program. This program is sponsored by the Government of Alberta and administered by Alberta Blue Cross.

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, if applicable.

Registering for site access

To register for online claims submission, you must complete the online request form for secure website access 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 these emails, you can begin serving your customers through online claims submission.

Getting started online

Navigate to the Online Health Provider login page at <http://provider.ab.bluecross.ca/health>. Select **Health** from the **Provider Type** dropdown, enter the login ID and password and select **Sign in**.

You will be asked to agree to the Website Policy and Online Billing Agreement, to update your banking information, to set up your two reminder questions and to 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.

When you log in for the first time, you will also be prompted to update your banking information. This direct deposit function ensures all the payments can be seamlessly deposited into your bank account.

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.

Click here for a video tutorial of the Online Health Portal.



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.

Updating banking information

Step 1:

Banking information notification

When you login to the Online Health Portal 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 Alberta Blue Cross Health provider portal. At the top, there is a navigation bar with the logo and links for 'Contact us', 'Help', and 'Sign out'. Below the navigation bar, there is a menu with 'Overview', 'Enter claim', 'Reports', 'Resources', and 'Your profile'. The 'Overview' page is displayed, showing a welcome message for Jane Smith. A modal window is open, displaying a notification: 'Please be advised. Your banking information needs to be updated to proceed with claim submission.' The modal also includes instructions on how to update the banking information and a contact number for questions.

Step 2:

Update banking information

Update the Transit, Institution and Account numbers as confirmed by your banking institution. Enter these numbers again to verify there are no errors. Select "Update".

The screenshot shows the 'Your profile' page in the Alberta Blue Cross Health provider portal. The 'Change banking information' link is highlighted. Below the link, there is a form titled 'Enter your new Bank account information'. The form has three input fields for '*Transit number', '*Institution number', and '*Account number'. Below these fields, there is a section titled 'Please enter your new Bank information again as a precaution to prevent errors' with three more input fields for the same information. At the bottom of the form, there are two buttons: 'Reset' and 'Update'. The 'Update' button is circled in red.

Step 3:

Banking information confirmation

Once the banking information is saved, you will be shown an **Information** text notification that confirms your banking information has been updated successfully. You will also receive an email on your registered email address confirming the changes to your account.

The screenshot displays the Alberta Blue Cross Health provider portal. At the top, the logo and 'Health provider' text are visible, along with links for 'Contact us', 'Help', and 'Sign out'. A navigation bar includes 'Overview', 'Enter claim', 'Reports', 'Resources', and 'Your profile'. The user's name, 'Jane Smith', is shown in the top right. Below the navigation bar, the 'Your profile' section is active, with a link to 'Confirm banking information'. A yellow information box states 'Banking information updated successfully'. Below this, a table lists banking details.

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

Submitting and processing a claim

Step 1:

Enter the patient's information

Navigate to the *Enter claim* menu option and enter the patient's Personal Health Number and patient's date of birth. Then select "Search".

Note:

Any dates, such as service or birth dates, can be entered with or without a slash between numbers. The system will accept both formats. This applies to all screens.

ALBERTA BLUE CROSS® Health provider | [Contact us](#) | [Help](#) | [Sign out](#)

Overview **Enter claim** Reports Resources Your profile

RAPID Provider

Enter Retinal Program claim

Enter patient

Personal Health Number

Date of birth(YYYY-MM-DD)

Step 2:

Confirm the patient's name

It is automatically displayed on the claim entry screen after the search in Step 1.

Step 3:

Enter details

Enter the service date, service type and cost. You may also be required to select the body side and medical indicator from the dropdown menu. Then select "Add claim". Repeat these steps for each service being entered.

Note:

There may be some circumstances when a claim cannot be processed electronically. For example, if you have exceeded the claiming period for online submission, you will receive a notification on this screen. When this occurs, contact Alberta Blue Cross directly for assistance.

ALBERTA BLUE CROSS® Health provider | [Contact us](#) | [Help](#) | [Sign out](#)

Overview **Enter claim** Reports Resources Your profile

RAPID Provider

Enter Retinal Program claim

Enter details

Patient information

Name Doe, Taylor

Personal Health Number 111222333

Claim details

Service date (YYYY-MM-DD) 2025-03-01

Quantity 1

Body side Right

Service Avastin

Total cost (\$) 20.00

Medical Indicator Diabetic Macular Edema

Step 4:

Submit the claim

You can select **Modify** to go back or **Remove** to remove the individual entry.

Select **“Cancel”** to exit the overall claim without saving.

Select **“Process claim”** to submit the claim online. Once the claim is submitted, a Health Claim Statement will be displayed.

ALBERTA BLUE CROSS® Health provider | Contact us | Help | Sign out

Overview Enter claim Reports Resources Your profile

RAPID Provider

Enter Retinal Program claim

Enter details

Patient information

Name Doe, Taylor
 Personal Health Number 111222333

Claim details

Service date (YYYY-MM-DD) Service - Choose one -
 Quantity 1 Total cost (\$)

Add claim

Service date (YYYY-MM-DD)	Service	Body side	Medical indicator	Quantity	Total cost (\$)	
2025-03-01	Avastin	Right	DME	1	20.00	Modify Remove
2025-03-01	Avastin Program Cost			1	100.00	Modify Remove
					\$120.00	

Cancel Process claim

WASTAGE FEE CLAIM SUBMISSIONS

Wastage charges associated with patient

For the first six months you are enrolled in the program, costs associated with wastage during preparation or administration of eligible products or services can be claimed under the patient's personal health number.

Simply choose **“Wastage”** as the type of service, choose a **“Wastage reason”** and select **“Add claim”**.

Note:

Wastage charges incurred after six months from the date you enrolled in the program will not be eligible.

ALBERTA BLUE CROSS® Health provider | Contact us | Help | Sign out

Overview Enter claim Reports Resources Your profile

RAPID Provider

Enter Retinal Program claim

Enter details

Patient information

Name Doe, Taylor
 Personal Health Number 111222333

Claim details

Service date (YYYY-MM-DD) Service Avastin Wastage
 Quantity 1 Total cost (\$)

Add claim

Service date (YYYY-MM-DD)	Service	Body side	Medical indicator	Quantity	Total cost (\$)	
2025-03-01	Avastin Wastage			1	39.00	Modify Remove

Wastage reason: Administration

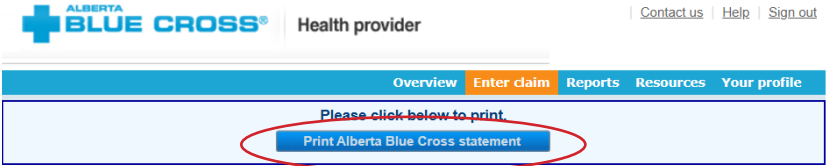
Add claim Cancel

Step 5:

Claim statement

The patient's Health Claim Statement is displayed. To print the same, select **"Print Alberta Blue Cross statement"**.

To access and print claim statements at a later date, please refer to the next section.



ALBERTA BLUE CROSS® Health provider | [Contact us](#) | [Help](#) | [Sign out](#)

Overview Enter claim Reports Resources Your profile

Please click below to print.

Print Alberta Blue Cross statement

ALBERTA BLUE CROSS®

Date: March 10, 2025
Document number: 181095336

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, Taylor
Personal Health Number 111222333

Health claim summary

Total amount claimed	\$120.00
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Details
Each claim you submit is assessed according to the benefit rules under the Alberta Health RAPID Program.

Patient: Taylor
Service provider: RAPID Provider

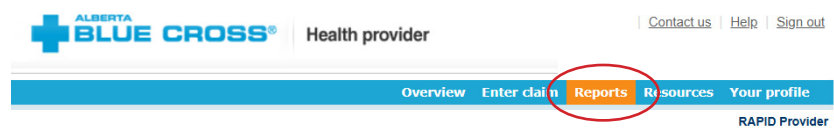
Service date (YYYY/MM/DD)	Product or service	Claimed amount	Eligible amount	Paid amount	Explanation number*
2025/03/01	Avastin	20.00	20.00	20.00	
2025/03/01	Avastin Program Cost	100.00	100.00	100.00	
Total		\$ 120.00	\$ 120.00	\$ 120.00	

Provider Copy Only

Please retain for your records

Accessing reports

Navigate to the “**Reports**” menu option. This screen allows you to pull up all claims that are awaiting payments, history of settled claims and individual statements.



Outstanding payment report

This report lists all transactions that are awaiting payments. The report also gives you an option to cancel a claim.

Retinal services reports

Outstanding payment report ?

View all claims remaining to be paid as of March 10, 2025

Create report

Payment history report

Once the transactions have been paid, they will be removed from the *outstanding payment report* and will appear in the *payment history report*. After the payment has been issued, you can view and print the claims statement.

You can view the payment history for the last six months.

Choose a patient **Start date** and an **End date** and select **Create report** to view a patient’s payment history.

Payment history report ?

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

Payment Date - Choose one - v

Create summary

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

Start date (YYYYMMDD) 2025/02/10

End date (YYYYMMDD) 2025/03/10

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

Create report

Patient claim statements

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

Note:

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



HELP

For additional information, select the help icon (blue button with a question mark). There are answers to questions that are frequently asked about the section.

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


Health provider
Contact us | Help | Sign out

Overview
Enter claim
Reports
Resources
Your profile

RAPID Provider

Retinal Program Reports

Outstanding payment report

Need help cancelling a claim? ?

Details

Hide details

Service date YYYY/MM/DD	Patient	Service	Amount claimed(\$)	Amount paid(\$)	Document number	Action
2025/03/01	Doe, Taylor	Avastin	20.00	20.00	181095336	View Cancel
2025/03/01	Doe, Taylor	Avastin Program Cost	100.00	100.00	181095336	View Cancel
Total			120.00	120.00		

[Click here to print](#)

Cancelling a claim

Step 1: Report

Create an outstanding payment report by selecting “*Create report*”.

Retinal services reports

– Outstanding payment report ?

View all claims remaining to be paid as of March 10, 2025

Create report

Step 2: Cancel

In the outstanding payment report, select **Cancel** for the claim you want to cancel.

– Details

Hide details

Service date YYYY/MM/DD	Patient	Service	Amount claimed(\$)	Amount paid(\$)	Document number	Action
2025/03/01	Doe, Taylor	Avastin	20.00	20.00	181095336	View Cancel
2025/03/01	Doe, Taylor	Avastin Program Cost	100.00	100.00	181095336	View Cancel
Total			120.00	120.00		

[Click here to print](#)

Note:

If a payment run is in progress, you will receive an **Information** text notification.

If the cancellation hyperlink is inactive, either the document has exceeded the cancellation timeframe or the payment run is in progress and the claim cannot be cancelled online.

Please refer to the help text icon (?) for further instructions about how to cancel your claim.

Retinal services 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”.

Need help cancelling a claim? ?

– Details

Hide details

Service date (YYYY/MM/DD):	Patient:	Service:	Amount claimed(\$):	Amount paid(\$):	Document number:	Cancel claim
2015/02/26	Smith, John	Avastin Wastage	39.47	39.47	47770477	
Total			\$39.47	\$39.47		

[Click here to print](#)

Step 3:

Cancellation review

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

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



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 YYYY/MM/DD	Patient	Service	Amount claimed(\$)	Amount paid(\$)	Document number
2025/03/01	Doe, Taylor	Avastin	20.00	20.00	181095336
2025/03/01	Doe, Taylor	Avastin Program Cost	100.00	100.00	181095336

Cancellation reason

Claim entered in error

- Select one -

Additional services provided

Claim entered in error

Other

Back Ok

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

Cancellation reason

Other

Back Ok

Step 4:

Cancellation

Once a claim has been successfully cancelled, an **Information** text notification appears with confirmation.

Retinal Program Reports

Outstanding payment report

Information
 Claims for Taylor Doe submitted on Mar 1, 2025 have been cancelled.

Additional information

Technical information

Using an Internet connection, a browser and the Online Health Portal, 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 Online Health Portal.

Contact us

For more information about access to the Online Health Portal, contact Alberta Blue Cross Provider Service Relations at:

PHONE

780-498-8083 (Edmonton and area)
1-800-588-1195 (toll free, all other areas)

EMAIL

healthinq@ab.bluecross.ca

provider.ab.bluecross.ca/health

The online claims submission system is available Monday to Sunday, 8 a.m. to 9:30 p.m. MT. Our regular office hours are Monday to Friday, 8:30 a.m. to 5 p.m. MT.

