

AADL WHEELCHAIR, SEATING AND RECYCLE EQUIPMENT

AUTHORIZATION AND CLAIM USER GUIDE


Online
authorization
and claims
submission

AADL WHEELCHAIR, SEATING AND RECYCLE EQUIPMENT BENEFIT PROGRAM— AUTHORIZATION AND CLAIM USER GUIDE

Alberta Blue Cross® is pleased to offer online authorization and claim submission for Alberta Aids to Daily Living (AADL) wheelchair, seating and recycle equipment benefits providers. This convenient service is delivered through an easy-to-use secure website and is available at no cost to wheelchair, seating and recycle equipment providers across Alberta. Online submission provides the convenience of direct billing for eligible services for your customers with coverage through the AADL program. You are assured of a prompt response directly from 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.



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.

Registering for site access

To register for online authorization and claims submission, you must complete the Request for Secure Web Site Access web form. Details about completing this form can be accessed through our public website at ab.bluecross.ca.

The Provider Services AADL 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 emails, you can begin serving your patients through online authorization and claim submissions.

Getting started online

Please refer to the information in the emails Alberta Blue Cross sends you when your initial registration is approved. These emails contain your login ID and temporary password. Navigate to the Alberta Blue Cross AADL website at provider.ab.bluecross.ca/health and enter the login ID and password in the applicable fields.

You will be asked to agree to the Web Site Policy and Online Billing Agreement, set up your two reminder questions and 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.

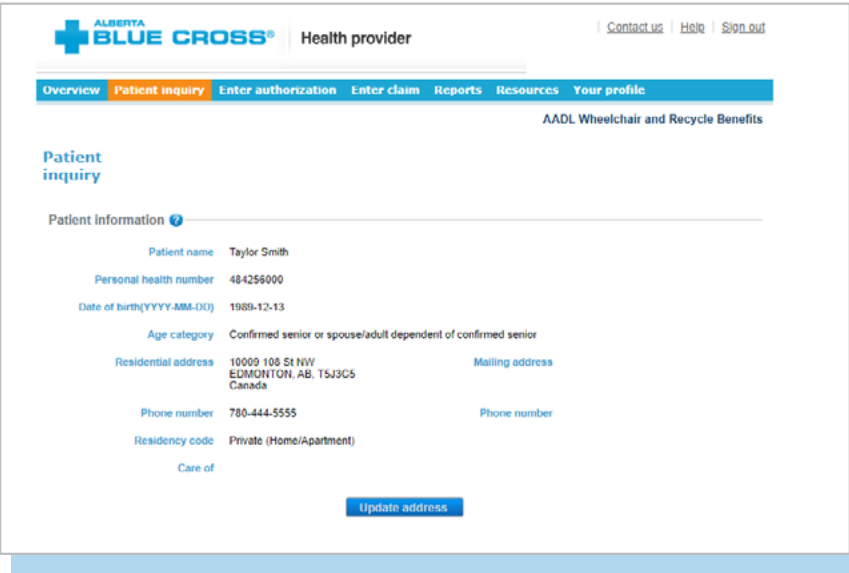
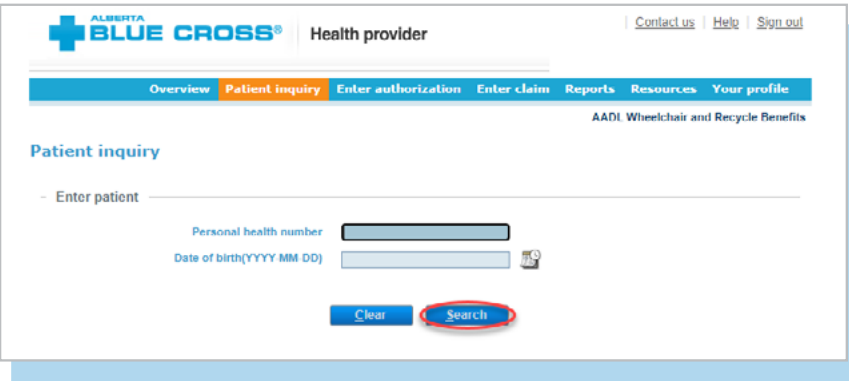
If you want payments to be deposited directly into your bank account, please complete the banking information located under “Your profile” in the provider portal.

Authorizing and claiming online is quick, easy and secure!

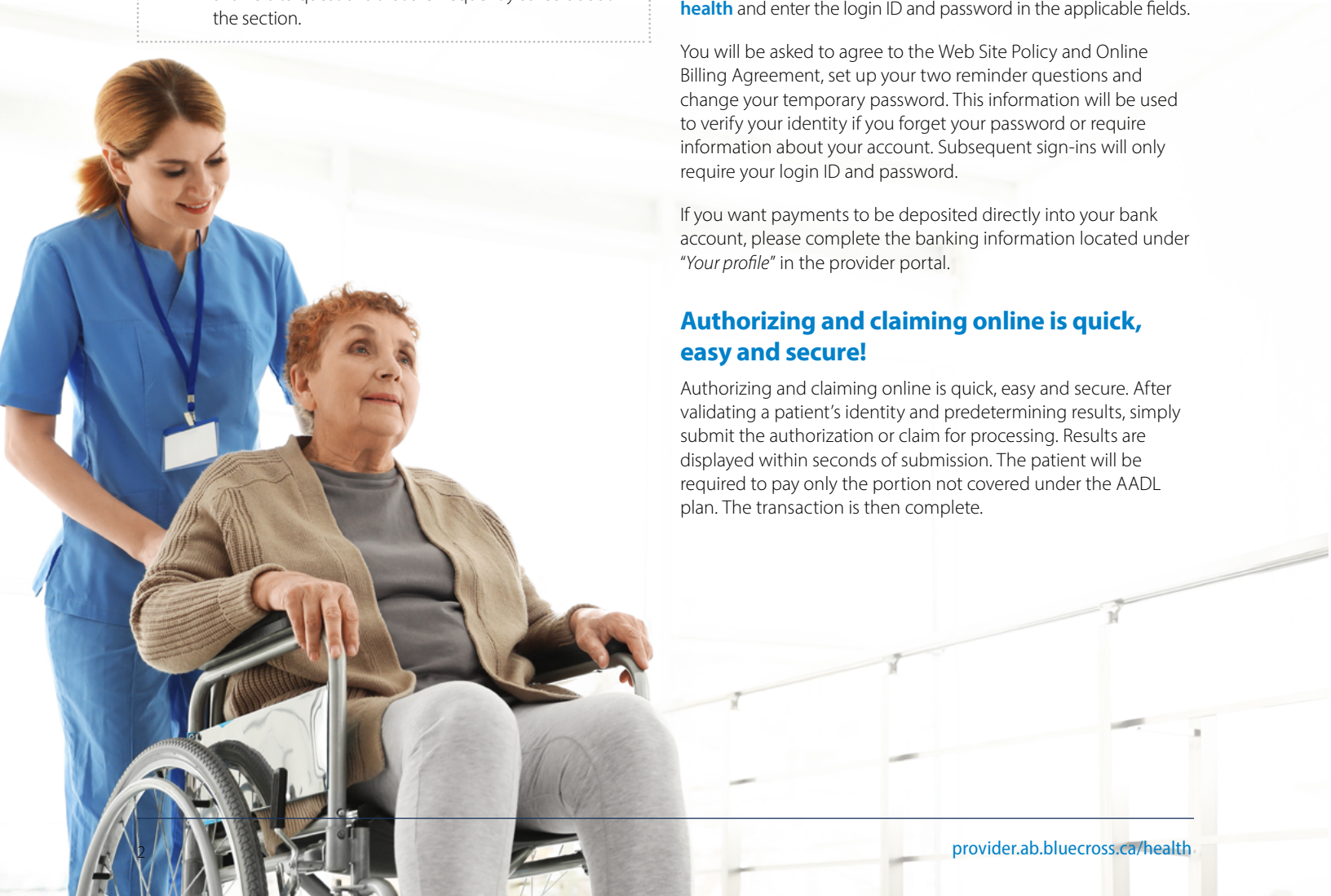
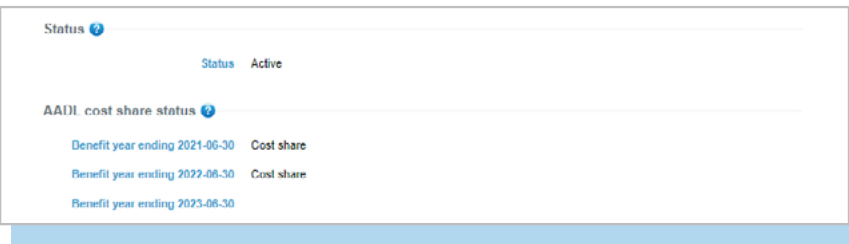
Authorizing and claiming online is quick, easy and secure. After validating a patient’s identity and predetermining results, simply submit the authorization or claim for processing. Results are displayed within seconds of submission. The patient will be required to pay only the portion not covered under the AADL plan. The transaction is then complete.

EASY STEPS TO ACCESSING THE PATIENT INQUIRY SCREEN


1. Navigate to the “Patient Inquiry” menu option and enter the patient’s personal health number and birth date. Then click “Search”.
2. Confirm the patient’s information and address. To update the patient’s address, select “Update address”.



3. The patient inquiry screen will list
 - the patient’s current AADL status, indicating if they are eligible for AADL benefits or if the coverage has ended; and
 - the patient’s cost-share status for the previous, current and future benefit year.



4. You can also search the patient's product consumption by selecting the benefit type, product category and product.



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[Contact us](#)
[Help](#)
[Sign out](#)

Overview
Patient inquiry
Enter authorization
Enter claim
Reports
Resources
Your profile

AADL Wheelchair and Recycle Benefits

Patient Inquiry

Patient information ⓘ

Patient name	Taylor Smith		
Personal health number	48426000		
Date of birth(YYYY-MM-DD)	1000-12-13		
Age category	Confirmed senior or spouse/adult dependent of confirmed senior		
Residential address	10008 100 St NW EDMONTON, AB, T5J3C5 Canada	Mailing address	
Phone number	700-444-5555	Phone number	
Residency code	Private (Home/Apartment)		
Care of			

Update address

Status ⓘ

Status	Active
--------	--------

AADL cost share status ⓘ

Benefit year ending 2021-06-30	Cost share
Benefit year ending 2022-06-30	Cost share
Benefit year ending 2023-06-30	

Product consumption ⓘ


Benefit type	- Please choose one - ▼
Product category	- Please choose one - ▼
Product	- Please choose one - ▼

Clear

Search

EASY STEPS TO SUBMITTING AND PROCESSING AN AUTHORIZATION

1. Navigate to the “Enter authorization” menu option and enter the patient’s personal health number and birth date. Then click “Search”.

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[Contact us](#) | [Help](#) | [Sign out](#)

Overview

Patient inquiry

Enter authorization

Enter claim

Reports

Resources

Your profile

AADL Wheelchair and Recycle Benefits

Enter authorization request

Enter patient


Personal health number

Date of birth(YYYY-MM-DD)

Clear

Search

2. Confirm patient's address. To update the patient's address, select *"Update"*. If the information is correct and no updates are required, click *"Next"*. If a patient does not have an address in the system, you will be asked to update the patient's address.



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[Contact us](#)
[Help](#)
[Sign out](#)

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

AADL Wheelchair and Recycle Benefits

Enter authorization request

Confirm patient address

Patient information

Name	Taylor Smith
Personal Health Number	484256000

Residential address ⓘ

Address

10009 108 St NW
EDMONTON, AB, T5J3C5
Canada

Phone number

780-444-5555

Residency code

Private (Home/Apartment)

Care of

Mailing address ⓘ

Address


Phone number

Update

Cancel

Next

3. Select the “Benefit type”, “Authorization type” and “Practitioner” for the authorization submission.


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[Contact us](#) | [Help](#) | [Sign out](#)

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

AADL Wheelchair and Recycle Benefits

Enter authorization request

Enter details

Patient information

Name	Taylor Smith
Personal Health Number	484256000

Authorization details

Benefit type	- Choose one -	
Authorization type	- Choose one -	
Practitioner	- Choose one -	Add Practitioner Practitioner Details

[Back](#)
[Cancel](#)
[Next](#)

4. You will be asked to answer questions to determine eligibility. All the questions that appear are mandatory and must be answered.

You will be able to add provider comments that will be viewable by the vendor.

5. As prompted, enter any additional details specific to the authorization selected.

6. You will be provided with a list of documents required for the specific authorization being requested. Mandatory documents will be indicated with a red asterisk. Select each box and provide the corresponding documentation.

7. You will be asked to upload the documents you have selected. These can be added individually or in a single file, depending on your records. Click "Choose File" and select the file. For each file, you have the option to add additional comments. Click "Upload" and the file will be added to the summary table. You have the option to remove any files that were mistakenly uploaded. Once all files have been uploaded, click on "Process authorization" and confirm patient consent in the pop-up window. Click "OK" to proceed.

8. You will receive a confirmation from Alberta Blue Cross within seconds of your submission. This will indicate whether your authorization request has been approved, rejected or pending for further review.
- A printable copy of the authorization results is available by clicking "Print".

Message from webpage

?

I have a completed Client Declaration Form in my possession or I have notified the client that their personal information is being collected and used by Alberta Health for the purpose of obtaining an AADL benefit. The information on this form is being collected and used by Alberta Health pursuant to sections 20, 21 and 22 of the Health Information Act, sections 33 and 34 of the Freedom of Information and Protection of Privacy Act (FOIP) and the Alberta Aids to Daily Living and Extended Health Benefits Regulations. For concerns regarding the collection of personal information contact, Information and Training Coordinator, AADL Program, Alberta Health 780-427-0731 or TFI US House 13th Floor, 10020 100 Street NW, Edmonton, Alberta, T5J 0N3.

Alberta Blue Cross's privacy policy which governs our collection, use and disclosure of personal information (including personal health information) is available on our website at www.ab.bluecross.ca. If you have any questions about Alberta Blue Cross's privacy policy, please contact our Privacy Officer, Alberta Blue Cross, Blue Cross Place, 10009-108 Street, Edmonton, AB T5J 3C5. Ph: 780-498-7302

Press "OK" if you agree or "Cancel" to reconsider.

OK

Cancel

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Contact us | Help | Sign out

Overview

Patient inquiry

Enter authorization

Enter claim

Reports

Resources

Your profile

AADL Wheelchair and Recycle Benefits

Authorization results

Authorization status : Approved

Patient name: Taylor Smith

PHN: 484258000

Reference number: 132183471

Authorization type: Category A Manual Wheelchair

Effective date: 2022/03/04

Termination date: 2027/03/03

Comments for vendor:

Practitioner name: Wheelchair Authorizer

Practitioner phone number:

Practitioner email address:

Print

EASY STEPS TO SUBMITTING AND PROCESSING A CLAIM

1. Navigate to the "Enter claim" menu option and enter the patient's personal health number and date of birth. Then click "Search".
2. If you wish, you can add your invoice number.
3. Enter the claim details by selecting the appropriate benefit type, product category, product, date of service, quantity, total cost. Once you click "Add claim", you will see the product appear in the summary table. Repeat these steps for each product being considered.

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Contact us | Help | Sign out

Overview

Patient inquiry

Enter authorization

Enter claim

Reports

Resources

Your profile

AADL Wheelchair and Recycle Benefits

Enter claim

Enter patient

Personal health number

Date of birth(YYYY-MM-DD)

Clear

Search

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Health provider

Contact us | Help | Sign out

Overview

Patient inquiry

Enter authorization

Enter claim

Reports

Resources

Your profile

AADL Wheelchair and Recycle Benefits

Enter claim

Enter details

Patient information

Name Taylor Smith

Personal Health Number 484258000

Invoice details

Invoice number

Claim details

Benefit type Please choose one

Service date(YYYY-MM-DD) yyyy-mm-dd

Product category Please choose one

Quantity 0


Product Please choose one

Total cost(\$ 0

Add claim

Cancel

4. When you are satisfied with the details entered, click *"Predetermine"*.


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[Contact us](#) | [Help](#) | [Sign out](#)

[Overview](#) | [Patient inquiry](#) | [Enter authorization](#) | **[Enter claim](#)** | [Reports](#) | [Resources](#) | [Your profile](#)

AADL Wheelchair and Recycle Benefits

Enter claim
Enter details


Patient information

Name	Taylor Smith
Personal Health Number	484256000

Invoice details


Invoice number	<input type="text"/>
----------------	----------------------

Claim details

Benefit type	<input type="text" value="- Please choose one -"/>	Service date	<input type="text" value="yyyy-mm-dd"/>	
Product category	<input type="text" value="- Please choose one -"/>	Quantity	<input type="text" value="0"/>	
Product	<input type="text" value="- Please choose one -"/>	Total cost(\$)	<input type="text" value="0"/>	

Service date	Product	Quantity	Total cost(\$)	
2021-10-25	W270 Maple Leaf Swift	1	2500.00	Modify Remove
Total			\$2,500.00	

5. Predetermine is a simple inquiry into the patient's AADL benefit plan to determine available coverage. You can click *"Modify"* to go back to step 3, *"Cancel"* to exit without saving or *"Process claim"* to submit the claim online to Alberta Blue Cross for immediate processing.


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Contact us | Help | Sign out

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

AAL Wheelchair and Recycle Benefits

Enter claim

Predetermine

Patient information

Name

Taylor Smith

Personal Health Number

484256000

Summary

Predetermination results as of Oct 25, 2021 3:09:00 AM MDT 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 amounts submitted:	\$2,500.00
AALDL will pay:	\$2,000.00
Patient will pay:	\$500.00

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

Hide details

Patient Taylor Smith

Service provider:AAL Wheelchair and Recycle Benefits

Service date (YYYY/MM/DD)	Product	Claimed amount	AALDL contribution	Patient cost share portion	Patient upgrade charge	Explanation number
2021/10/25	W2770 Maple Leaf Swift	2,500.00	2,000.00	500.00	0.00	
Total		\$2,500.00	\$2,000.00	\$500.00	\$0.00	

Explanations

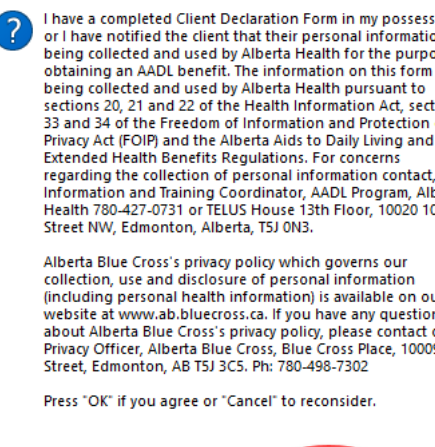
[Click here to print](#)

Modify

Cancel

Process claim

6. Confirm patient consent in the pop-up window. Click "OK" to proceed.



Message from webpage

?


I have a completed Client Declaration Form in my possession or I have notified the client that their personal information is being collected and used by Alberta Health for the purpose of obtaining an AADL benefit. The information on this form is being collected and used by Alberta Health pursuant to sections 20, 21 and 22 of the Health Information Act, sections 33 and 34 of the Freedom of Information and Protection of Privacy Act (FOIP) and the Alberta Aids to Daily Living and Extended Health Benefits Regulations. For concerns regarding the collection of personal information contact, Information and Training Coordinator, AADL Program, Alberta Health 780-427-0731 or TELUS House 13th Floor, 10020 100 Street NW, Edmonton, Alberta, T5J 0N3.

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Press "OK" if you agree or "Cancel" to reconsider.

OK Cancel

7. Once you process the claim, you will receive a confirmation from Alberta Blue Cross within seconds of your submission.



[Health provider](#)

[Contact us](#) | [Help](#) | [Sign out](#)

[Overview](#) | [Patient inquiry](#) | [Enter authorization](#) | [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 25, 2021
Document number: 127680072

We're here to help!

Edmonton and area (780)496-8000
Calgary and area (403)234-8686
Toll free 1-800-661-0905
8:30 a.m. - 5 p.m. M-T
www.ab.bluecross.ca

Patient Name: Smith, Taylor
Personal Health Number 484286000

Health claim summary

Total amount claimed	\$2,500.00
AADL will pay	\$2,000.00
Patient will pay	\$500.00


Details
Each claim you submit is assessed according to the benefit rules under the Alberta Aids to Daily Living Program.

Patient: Taylor
Provider: AADL Wheelchair and Recycle Benefits

Service date (YYYY/MM/DD)	Product or service	Claimed amount	AADL contribution	Patient cost share portion	Patient upgrade charge	Explanation number ¹
2021/10/25	W270 Maple Leaf Swift	2,500.00	2,000.00	500.00	0.00	
Total		\$ 2,500.00	\$ 2,000.00	\$ 500.00	\$ 0.00	

Please retain for your records

8. A printable copy of the patient's *Claim Statement* displays. Click "Print". You must provide the patient with a printed copy of the claim statement.

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Overview

Patient inquiry

Enter authorization

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](#)

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Date: October 25, 2021
Document number: 127680072

We're here to help!

EASY STEPS TO ACCESS REPORTS

1. Navigate to the “Reports” menu option. This screen allows you to view all authorizations and claims for a specific individual or those submitted through your account.

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Contact us | Help | Sign out

OverviewPatient inquiryEnter authorizationEnter claimReportsResourcesYour profile

AADL Wheelchair and Recycle Benefits

Reports

Authorization history report

View all patient authorizations

Search by PatientStart date (YYYYMMDD) 2021/04/25End date (YYYYMMDD) 2022/01/25

Please note: Only date ranges up to 3 months in the future or within the last 15 months can be entered.

Create report

Outstanding payment report

View all claims remaining to be paid as of October 25, 2021

Create report

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

In order to access provider statements online, please register for direct deposit. To register, visit our website at https://www.ab.bluecross.ca/pdfs/82928.pdf

If you are unable to view your biweekly payment statement, please ensure your direct deposit information is current.

Create summaryExport summary

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

Start date (YYYYMMDD) 2021/04/25End date (YYYYMMDD) 2021/10/25

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

Create reportExport 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

2. For an authorization history report by patient, select patient from the drop-down menu. Enter a start and end date for the authorization information you wish to display (up to a maximum of the last fifteen months and three months into the future), then click “Create report”.

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Health provider

Contact us | Help | Sign out

OverviewPatient inquiryEnter authorizationEnter claimReportsResourcesYour profile

AADL Wheelchair and Recycle Benefits

Reports

Authorization history report

View all patient authorizations

Search by PatientStart date (YYYYMMDD) 2021/04/25End date (YYYYMMDD) 2022/01/25

Please note: Only date ranges up to 3 months in the future or within the last 15 months can be entered.

Create report

3. Once the report is created, enter the patient’s personal health number and date of birth.
- a. All authorizations that are active or were submitted for the selected individual within the specified time are listed on a printer-friendly screen. Reference numbers, authorization types, effective and termination dates, as well as the status, are all available for your reference.
- b. To access a printable version of the authorization, click “View” in the summary table.

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Health provider

Contact us | Help | Sign out

OverviewPatient inquiryEnter authorizationEnter claimReportsResourcesYour profile

AADL Wheelchair and Recycle Benefits

AADL Wheelchairs and Recycle Equipment Reports

Authorization history report

Details

Hide details

Reference number	PHN	Patient	Type	Effective date (YYYY/MM/DD)	Termination date (YYYY/MM/DD)	Status	Action
* 12788008	484258000	Smith, Taylor	Category A Manual Wheelchair	2021/10/25	2026/10/24	Approved	View

This authorization was previously self-submitted.

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Health provider

Contact us | Help | Sign out

OverviewPatient inquiryEnter authorizationEnter claimReportsResourcesYour profile

AADL Wheelchair and Recycle Benefits

Authorization results

Authorization status : Approved

Patient name: Taylor Smith

PHN: 484258000

Reference number: 132183471

Authorization type: Category A Manual Wheelchair

Effective date: 2022/03/04

Termination date: 2027/03/03

Comments for vendor:

Practitioner name: Wheelchair Authorizer

Practitioner phone number:

Practitioner email address:

Print

4. For an authorization history report by provider, select provider from the drop-down menu. Enter a start and end date for the authorization information you wish to display (up to a maximum of the last fifteen months and three months into the future), then click “Create report”.
- a. All authorizations that are active or were submitted through your account within the specified time are listed on a printer-friendly screen. Reference numbers, authorization types, effective and termination dates, as well as the status, are all available for your reference.
- b. To access a printable version of the authorization, click “View” in the summary table.

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[Contact us](#) | [Help](#) | [Sign out](#)

Overview

Patient inquiry

Enter authorization

Enter claim

Reports

Resources

Your profile

AADL Wheelchair and Recycle Benefits

Reports

Authorization history report

View all patient authorizations

Search by

Provider

* Start date (YYYYMMDD)

2021/04/25

* End date (YYYYMMDD)

2022/01/25

*Please note: Only date ranges up to 3 months in the future or within the last 15 months can be entered.

Create report

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Health provider

[Contact us](#) | [Help](#) | [Sign out](#)

Overview

Patient inquiry

Enter authorization

Enter claim

Reports

Resources

Your profile

AADL Wheelchair and Recycle Benefits

AADL Wheelchairs and Recycle Equipment Reports

Authorization history report

Details

Hide details

Reference number	PHN	Patient	Type	Effective date (YYYYMMDD)	Termination date (YYYYMMDD)	Status	Action
* 127680088	484256000	Smith, Taylor	Category A Manual Wheelchair	2021/10/25	2026/10/24	Approved	View

* This authorization was previously self-submitted.

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Health provider

[Contact us](#) | [Help](#) | [Sign out](#)

Overview

Patient inquiry

Enter authorization

Enter claim

Reports

Resources

Your profile

AADL Wheelchair and Recycle Benefits

Authorization results

Authorization status : Approved

Patient name: Taylor Smith

PHN: 484256000

Reference number: 132183471

Authorization type: Category A Manual Wheelchair

Effective date: 2022/03/04

Termination date: 2027/03/03

Comments for vendor:

Practitioner name: Wheelchair Authorizer

Practitioner phone number:

Practitioner email address:

Print

5. Alberta Blue Cross will make payments to your office once daily. The Outstanding Payment Report lists all transactions that are remaining to be paid and allows you to cancel a claim.

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[Contact us](#) | [Help](#) | [Sign out](#)

Overview

Patient inquiry

Enter authorization

Enter claim

Reports

Resources

Your profile

AADL Wheelchair and Recycle Benefits

Reports

Authorization history report

View all patient authorizations

Search by

Patient

* Start date (YYYYMMDD)

2021/04/25

* End date (YYYYMMDD)

2022/01/25

*Please note: Only date ranges up to 3 months in the future or within the last 15 months can be entered.

Create report

Outstanding payment report

View all claims remaining to be paid as of October 25, 2021

Create report

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Health provider

[Contact us](#) | [Help](#) | [Sign out](#)

Overview

Patient inquiry

Enter authorization

Enter claim

Reports

Resources

Your profile

AADL Wheelchair and Recycle Benefits

AADL Wheelchairs and Recycle Equipment Reports

Outstanding payment report

Provider of service AADL Wheelchairs and Recycle Equipment

Need help cancelling a claim?

Details

Hide details

Service date YYYYMMDD	Patient name	Product or service	Amount claimed(\$)	AADL contribution(\$)	Document number	Action
2021/10/25	Smith, Taylor	W270 Maple Leaf Swift	2,500.00	2,000.00	127680072	View Cancel
Total			\$2,500.00	\$2,000.00		

Click here to print

6. To cancel a claim, click the “Cancel” hyperlink. If the 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.

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Health provider

Contact us

Help

Sign out

Overview

Patient inquiry

Enter authorization

Enter claim

Reports

Resources

Your profile

AADL Wheelchair and Recycle Benefits

AADL Wheelchairs and Recycle Equipment Reports

Outstanding payment report

Provider of service

AADL Wheelchairs and Recycle Equipment

Need help cancelling a claim?

Details

Hide details

Service date YYYYMMDD	Patient name	Product or service	Amount claimed(\$)	AADL contribution(\$)	Document number	Action
2021/10/25	Smith, Taylor	W270 Maple Leaf Swift	2,500.00	2,000.00	127680072	<div>View</div> <div>Cancel</div>
Total			\$2,500.00	\$2,000.00		

Click here to print

7. If you choose to cancel a claim, you will be asked for the reason. A drop-down menu lists the common reasons. If you select other, please provide the reason. When cancelling a claim, all claims associated with the document number must be cancelled.

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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
2021/10/25	Smith, Taylor	W270 Maple Leaf Swift	2,500.00	2,000.00	127680072

Cancellation reason

Select one

Select one

Additional services provided

Claim entered in error

Other

Back

Ok

8. Once the transactions have been paid, they will be removed from the Outstanding Payment Report and will appear on the Payment History Report. You can view payment history for the last six months.

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Health provider

Contact us

Help

Sign out

Overview

Patient inquiry

Enter authorization

Enter claim

Reports

Resources

Your profile

AADL Wheelchair and Recycle Benefits

Reports

Authorization history report

View all patient authorizations

Search by

Patient

* Start date (YYYYMMDD)

2021/04/25

* End date (YYYYMMDD)

2022/01/25

*Please note: Only date ranges up to 3 months in the future or within the last 15 months can be entered.

Create report

Outstanding payment report

View all claims remaining to be paid as of October 25, 2021

Create report

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

In order to access provider statements online, please register for direct deposit. To register, visit our website at <https://www.ab.bluecross.ca/pdfs/82928.pdf>

If you are unable to view your biweekly payment statement, please ensure your direct deposit information is current.

Create summary

Export summary

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

Start date (YYYYMMDD)

2021/04/25

End date (YYYYMMDD)

2021/10/25

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

9. To view a printable version of a summary of a particular payment, select the payment date and click “Create summary”. Alternatively, you can enter a start and end date to see a printable report of all payments within the specified dates.

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Payment History Report

AADL Wheelchair and Recycle Benefits

for April 25, 2021 - October 25, 2021

Provider of service: AADL Wheelchairs and Recycle Equipment

Service date (YYYYMMDD)

Patient PNR

Patient

Product or service

Quantity

Amount claimed(\$)

AADL contribution(\$)

Patient cost share portion(\$)

Patient upgrade charge(\$)

Document number

Invoice number

Authorization reference number

16

provider.ab.bluecross.ca/health

ONLINE AUTHORIZATION AND CLAIMS SUBMISSION

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17

10. To print a copy of the patient’s claim statement, enter the patient’s personal health number and birth date. Then click “Search”. A listing of statements for the specified patient appears. Click the “Document number” hyperlink for a printable summary of the claim.

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

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Patient Claim Statements

Please Note: Only claim statements obtained by the patient within the last year will appear.

Patient Information

NameSmith, Taylor

Personal Health Number484256000

Provider of serviceAADL Wheelchairs and Recycle Equipment

Service date	Service	Claimed amount(\$)	AADL contribution(\$)	Document number	Status
2021/10/25	W270 Maple Leaf Swift	2,500.00	2,000.00	127680072	Outstanding

To generate a claim statement, select the applicable Document number. Please note that a statement may include multiple service dates.

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Choose another Claim Statement for this individual.

You must provide the patient with a printed copy of this claim statement. Please click below to print.

BackPrint Alberta Blue Cross Statement

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Date: October 25, 2021
Document number: 127680072

Patient Name: Smith, Taylor
Personal Health Number 484256000

Health claim summary

Total amount claimed	\$2,500.00
AADL will pay	\$2,000.00
Patient will pay	\$500.00

Details

Each claim you submit is assessed according to the benefit rules under the Alberta Aids to Lively Living Program.

Patient: Taylor
Provider: AADL Wheelchair and Recycle Benefits

Service date (YYYY/MM/DD)	Product or service	Claimed amount	AADL contribution	Patient cost share portion	Patient upgrade charge	Explanation number†
2021/10/25	W270 Maple Leaf Swift	2,500.00	2,000.00	500.00	0.00	
Total		\$2,500.00	\$2,000.00	\$500.00	\$0.00	

Please retain for your records

TECHNICAL INFORMATION

Using the Alberta Blue Cross AADL website, an Internet connection and your browser, you can submit authorizations and 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 Alberta Blue Cross AADL website.

CONTACT US

For more information about access to the Alberta Blue Cross AADL website, contact Alberta Blue Cross AADL team.

Phone
587-756-8629 (Edmonton and area)
1-888-828-8738 (toll free, all other areas)

Email
HealthServicesAADLINquiries@ab.bluecross.ca

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.



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