

# Client Directed Home Care demonstration and Q&A session with Alberta Blue Cross

Held on March 16, 2022

## **Can multiple login IDs be assigned to one location?**

- No, each location will be assigned one login ID and password to access the Online Health Portal. Should further locations within the organization be added in future, each will receive its own credentials.

## **When will we receive our login IDs and passwords?**

- The login ID email and the temporary password email will both be distributed on the program start date of Friday April 1, 2022.

## **What are the maximum amounts per day/week/month?**

- Each client will be assigned a maximum number of monthly hours by their Case Manager. The member will be provided written confirmation of those amounts so that they can be shared with the provider. Should the member have any questions about their assigned hours they can contact either their Case Manager or the Alberta Blue Cross Customer Services line at 780-498-8000.

## **What is the hourly reimbursement rate?**

- The current program reimbursement rate is set to \$31.49.

## **How does the service provider know the number of hours assigned to the member?**

- The member is provided with written confirmation of the number of hours assigned so that they can share it with the provider.

## **If the client exceeds their approved number of hours, do we bill the difference to the client?**

- Yes, if the member chooses to access services beyond what has been approved, they will be responsible for the charges in full.

## **What is the allowable submission period for these claims?**

- Providers have 60 days to submit their claims.

## **Do I have to enter every service on each date of service, or can I lump together services for a week or month in a single claim line?**

- Each service for each date will need to be entered on its own claim line. Each submission can have a maximum of 10 claim lines. This ensures that all appropriate is captured on our system to allow for automated adjudication to plan specifications.

**Do we have to enter the codes the same as AHS has indicated to the member? Will it be an issue if we enter Personal Care when they have been approved for Respite?**

- Each provider is responsible for entering all their claims in truthful manner, so if Respite is the service provided then Respite is the service which should be entered. Providers should also be aware of what has been approved by the AHS Case Manager.

**Is there the option of submitting a csv file from our homecare software rather than entering claim lines in the Online Health Portal?**

- No, to allow access to real-time claims adjudication each claim will need to be entered into the Alberta Blue Cross Online Health Portal.

**Once submitted, how long will it be until the reimbursement is deposited in my account?**

- We send out Electronic Funds Payments daily. Depending on the speed of your bank, you should see those funds in your account in 1-2 days.

**Is there an option to enter an invoice number?**

- No, there is not the option to enter invoice numbers. The provider reporting functionality does show all the relevant claim details so that you can perform your reconciliation. There is also the option to export those reports as a csv if that is useful to your organization.

**What role does Alberta Blue Cross play regarding compliance verification review?**

- Alberta Blue Cross does perform post claim verification on this program, as per the conditions outlined in the Alberta Blue Cross Provider Agreement. This means that from time to time supporting information may be requested from your office to validate claim submissions.

**Is the system accessible outside of Canada?**

- As this program deals with member information for an Alberta Health plan, it should not be accessed outside of the province. Should your organization be international, all activities relating to this program will need to occur in Alberta offices and no data should be stored on systems outside of the province.

**Do you offer individual online sessions where we can share our screen and go with you through submitting a claim?**

- The Alberta Blue Cross provider website (<https://www.ab.bluecross.ca/provider/type/health/home-care-home.php>) contains a full user guide (with screenshots) and a video tutorial for the use of the system. We recommend that your staff refer to these documents first, but if they have any trepidation on their first few claims, please do not hesitate to contact our Provider Relations Contact Centre (1-800-588-1195) and any of our Coordinators would be happy to lead them through the process.