

Frequently asked questions

Providing uninterrupted service to plan members displaced by wildfires – June 2025

I have been evacuated. How can I get my claim reimbursement cheque

To ensure there is no delay in your claim reimbursements, we will reissue cheques to temporary addresses if you have one and can update our systems to reflect temporary addresses to ensure all future claim payment cheques are received.

I am on a reimbursement plan but have been displaced from my home. Can you set me up for direct billing temporarily?

Unfortunately, we cannot change the plan design from reimbursement to direct billing. However, you can sign into the member website, set up direct deposit and submit your claim to have the payment made directly to your bank account. If you do not wish to set up direct deposit, your claim will be processed as quickly as possible and if necessary, a temporary address can be set up to ensure the payment cheques are sent to a current address.

I was expecting a cheque from Alberta Blue Cross® but have not received it yet. Can you track it down for me?

We can cancel your original cheque if you believe it was destroyed by wildfire and issue a replacement, which will be mailed to the temporary address you provide us with.

I will be going to stay with relatives. Can I give you a forwarding address to send claims reimbursement cheques to?

Yes we can update your address right now on our systems to ensure claims payments reach you.

I am running out of my medication but don't have a copy of my prescription and can't get to my usual pharmacy. How do I get my refill?

Alberta Blue Cross will work with whichever pharmacy you choose to ensure your claims for eligible prescriptions are processed.

I am on a long-term medication but left my supply at home and cannot access it. How can I get a refill?

Alberta Blue Cross will work with whichever pharmacy you choose to ensure your claims for eligible prescriptions are processed. (As this is an exceptional circumstance, we will override early refill edits or annual plan maximums as necessary to ensure plan members receive coverage as needed.)

I lost my eyeglasses. Can I get coverage for a new pair?

If you have vision coverage through your plan, you may be eligible to get a new pair of glasses.

I don't have my Alberta Blue Cross ID card and don't remember my ID number. How can I get a replacement ID card?

We just need to verify your identity and then we can provide you with your ID number over the phone. You can also sign into the member website or app to access your ID card.

I lost my receipts in the fire. How do I submit a claim now?

Alberta Blue Cross will be working with health service providers as needed to reconstruct any claims histories that have been destroyed through this disaster to assist with determining claim payments.