

## Important Information regarding Nursing in Residence Benefits for Providers

At Alberta Blue Cross, we are committed to ensuring clarity regarding eligibility and billing practices for nursing providers delivering care in a member's residence. The following information applies specifically to the Nursing in Residence benefit under Alberta Blue Cross Individual Products (IP) plans, employer group coverage, and government-sponsored programs. It does not apply to the Client Directed Home Care Invoicing (CDHCI) program, which is a separate program with distinct provider requirements, eligibility criteria, and administrative processes.

This information is to support accurate claim submission and enhance understanding of the Nursing in Residence benefit as provided by a Registered Nurse (RN), Licensed Practical Nurse (LPN), Registered Psychiatric Nurse (RPN), or a Registered Nursing Assistant (RNA).

### Eligibility for Nursing in Residence Services

Nursing in Residence services must be provided within the member's residence and be medically necessary for members who are unable to leave their residence for treatment due to their medical condition. These services must require the expertise of a Registered Nurse (RN), Licensed Practical Nurse (LPN), Registered Psychiatric Nurse (RPN), or a Registered Nursing Assistant (RNA). Additionally, the services must align with the core purpose and scope of the Nursing in Residence benefit and fundamentally reflect its intended purpose. While some services may meet certain technical criteria (e.g., being delivered by a qualified nurse in the member's residence), not all services are eligible under the Alberta Blue Cross benefit plans.

Eligible Services include but are not limited to:

- Wound dressing changes
- Medication IV administration
- Catheter care
- Tube feeding

Ineligible Services include but are not limited to:

- Services that are not medically necessary and do not require the expertise of an RN, LPN, RPN, or an RNA. (e.g., routine check-ups or wellness visits)
- Companion care (e.g., respite, homemaking, or personal care)
- Cosmetic Services
- Alternative or Wellness services such as red-light therapy, LENS therapy, and HeartMath.

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### Additional Eligibility Criteria

In addition to the above eligibility, coverage will be determined after review of the prescription which would outline the patient's medical condition/diagnosis and what services are required.

Please note that prescription requirements vary depending on the member's specific coverage. While most benefit plans accept prescriptions written by either a physician or a nurse practitioner, some may only accept those issued by a physician. Members are advised to contact Alberta Blue Cross directly to confirm the specific prescription requirements of their coverage.

### Important Reminders

We kindly remind nursing providers to review and adhere to the Alberta Blue Cross Online Services Billing Agreement, Terms of Use. By accessing and using our site, you confirm that you have read, understood, and agree to be bound by the terms outlined in the Agreement. Alberta Blue Cross reserves the right to audit claims.

If you have any questions or concerns, please contact our Provider Relations contact centre at 1-800-588-1195 between 8:30 a.m. and 5 p.m. weekdays.

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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.

