

IMPORTANT: Submission of claims for the Alberta Retinal Treatment Program (ARTP)

Alberta Blue Cross® has been receiving reports of issues with submitting ARTP claims for the following eligible program costs:

- Program costs for the second eye
- Medical indicator retinal vein occlusion (RVO) for some products

Please hold all claims for these scenarios. Once the issues have been resolved, a follow-up communication will be sent indicating that the outstanding claims can be submitted for adjudication.

We apologize for any inconvenience and appreciate your patience while we work to resolve these issues.

Please contact Alberta Blue Cross Provider Services at 780-498-8083 or toll free at 1-800-588-1195 if you have questions.

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.

