

Pharmacy Benefact

A BULLETIN FOR PHARMACY SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

Number 535 • August 2015

Enhancing the coordination of benefits adjudication process

As part of Alberta Blue Cross' continued commitment to enhancing the claiming process for pharmacies and their patients, **effective August 6, 2015**, the use of the existing CPhA intervention code **DB – secondary claim - orig to other carriers** will allow for a streamlined coordination of benefits.

Intervention code enhancements

When a claim submitted to Alberta Blue Cross rejects with **response code C6 – Patient has other coverage** and your patient is not eligible for coverage (as defined in the table below), the existing CPhA intervention code **DB – secondary claim – orig to other carriers** and a **previously paid amount of \$0.00** may be submitted to Alberta Blue Cross for adjudication.

| Alberta Blue Cross response code and message | When is it appropriate to use DB Intervention Code? | DB Intervention Code Appropriate? |
|--|--|-----------------------------------|
| C6- Patient has other coverage | Product claimed is not a benefit under primary plan | Yes |
| | Maximum dollar limit is reached under primary plan | Yes |
| | Claim is rejected for reason of early dispensing under primary plan and the plan will not pay for the claim | Yes |
| | Product requires Special Authorization under primary plan, and a Special Authorization request under the primary plan has been denied. | Yes |
| | Deductible not satisfied under primary plan | Yes |
| | Primary plan is terminated | No |
| | Claim is rejected for reason of incorrect demographic information under primary plan, i.e. incorrect name, date of birth, etc, | No |
| C7- Patient must claim reimbursement | Primary plan is a reimbursement plan | No |

Use of this intervention code must be documented on the prescription record/patient file. This documentation should include the adjudication date and a summary of the communication with the primary third-party carrier or the response code received from the primary third-party carrier supporting the use of the intervention code. Documentation may be requested for compliance verification and must be kept on the patient's file for two years.

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Intervention code exception

The intervention code cannot be used when the primary plan coverage has been terminated. If assistance is required in these instances, pharmacies can call the Alberta Blue Cross Pharmacy Services Provider Relations Contact Centre. Plan members with questions about the termination of their primary plan coverage can contact Alberta Blue Cross' Customer Services at 1-800-661-6995.

On an exception basis, the **DB** intervention code may not apply to an Alberta Blue Cross employer-sponsored group plan. In cases where the intervention code **DB** and **previously paid amount of \$0.00** is submitted and the claim is rejected with a response code of **C6 – Patient has other coverage**, pharmacies can contact the Alberta Blue Cross Pharmacy Services Provider Relations Contact Centre for further assistance.

When you have questions:

For assistance with benefit or claim inquiries, please contact an Alberta Blue Cross Pharmacy Services Provider Relations contact centre representative at:

780-498-8370 (Edmonton and area) • **403-294-4041** (Calgary and area) • **1-800-361-9632** (toll free)
FAX 780-498-8406 (Edmonton and area) • **FAX 1-877-305-9911** (toll free)
