

National payments are going paperless

Information for independent pharmacy owners

We are excited to announce that **as of October 30, 2020**, payments for all National claims will move from a paper cheque to an Electronic Funds Transfer (EFT) and National payment reports will only be accessible on our pharmacy provider website.

The National EFT payments will be completed approximately every two weeks (in accord with the attached National payment schedule) and will use the banking information currently on file for EFT payments for Alberta Blue Cross claims.

The National payment reports will be available exclusively on our website in either CSV or PDF format within five days of the end of each pay period. Payment reports will be available on the website beginning November 8, 2020 and you will eventually be able to view 14 months worth of historical National payment reports.

If you have not yet registered for our pharmacy provider website, please visit ab.bluecross.ca/providers/pharmacy-secure-online-site.php to access the user guide and register for an account. The website allows pharmacy owners to register for up to three accounts. Each account has varying levels of permission as noted below. We recommend registering for an owner account first to get full access to all the features on the website.

Account	Responsible for registering account	Shared account	Update pharmacy information	View pharmacy resources	Access payment reports	Access SA status reports	Access compound authorizations*
Owner	✓	✗	✓	✓	✓	✓	✓
Administrator	✗	✓	✗	✓	✓	✗	✗
Staff	✗	✓	✗	✓	✗	✓	✓

*Available October 2020

Features coming soon to the pharmacy provider website include the following:

- Review product shortage information to find out when a product will be available and what alternative products are available.
- Submit your manual paper claims online allowing for multiple entries for one patient and tracking of claims—you will no longer have to fax paper claims.

QUESTIONS ABOUT THE SITE?

We're happy to help. Contact our Pharmacy Services team at 1-866-969-2859 (toll free) or email us your inquiry using the "Contact us" link in the upper right-hand corner of the website. Our team is available Monday to Friday from 8 a.m. to 4:30 p.m. (MT).

2020 National payment schedule

Cut-off*	Electronic funds transfer provider deposit date**
November 2, 2020	November 12, 2020
November 16, 2020	November 26, 2020
November 30, 2020	December 10, 2020

*Cut-off times for submission of claims via Claimstream is 11:59 p.m. on the date listed. The cut-off date applies to adjudicated claims.

**Date providers receive deposit of funds into their accounts after midnight (12 a.m.).



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