

COMPLIANCE VERIFICATION BENEFACT

A BULLETIN FOR PHARMACY SERVICE PROVIDERS FROM ALBERTA BLUE CROSS®

Number 10 • April 2023

Alberta Blue Cross® Pharmaceutical Services Provider Agreement Compliance Verification Review Update

At Alberta Blue Cross, we are committed to safeguarding the value and sustainability of the benefit plans and programs we are entrusted to administer. To ensure plan sponsor payment of eligible claims is done appropriately, we employ strategies to protect the integrity of our customers' benefit plans.

Claims submission for compound prescriptions

The completion of recent Compliance Verification Reviews determined some pharmacy providers were claiming for compound prescriptions that were ineligible due to

- duplication of a manufactured drug, drug product or product, for example, glycopyrrolate and levetiracetam; and
- inclusion of at least one or more ineligible ingredient(s), specific to a member's plan, for example, hydroquinone and kojic acid.

The reviews resulted in recovery. As part of our process, we have returned the monies directly back to the plan sponsor in fulfillment of our obligation to ensure the sustainability of their benefit plans.

We would like to remind pharmacy providers that all claims for compound prescriptions must be eligible based on member's coverage, must not duplicate a commercially available product at the time of claim and must not include an ineligible ingredient.

Subsection 3.4 (e) of the agreement states:

Alberta Blue Cross will only pay Claims which comply strictly with the applicable Coverage.

Paragraph 2.4 (c)(i) of appendix A of the agreement states:

A Compound and a Purchased Compound must not duplicate a drug, a drug product or a product which is manufactured unless Alberta Blue Cross has provided its prior authorization by either telephone or electronic transmission.

For more information, pharmacy providers may refer to the following:

- section 2.4 of appendix A of the Alberta Blue Cross Pharmaceutical Services Provider Agreement;
- pages 28–31 of the pharmacy reference guide for compound claim submission tips found at <https://www.ab.bluecross.ca/pdfs/82477-ab-pharmacy-reference-guide.pdf>;
- Pharmacy Benefact number 1091, which provides details on the pharmacy provider website for verifying compounds in a real-time manner; or
- our website at [ab.bluecross.ca/providers/pharmacy-secure-online-site.php](https://www.ab.bluecross.ca/providers/pharmacy-secure-online-site.php).

continued next page

COMPLIANCE VERIFICATION **BENEFACT**

continued from previous page

How you can help

If you suspect any suspicious or inappropriate claiming activity from plan members or providers, please report it immediately by calling 1-866-441-8477 or through Alberta Blue Cross's website at **albertabluecross.confidenceline.net**.

All information will be kept strictly confidential. Suspicious activity may also be reported anonymously to Claims Audit and Investigation Services at Alberta Blue Cross, 10009 108 Street NW Edmonton, AB T5J 3C5.

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)

Alberta Blue Cross offers online access to current Pharmacy Benefacts and supplemental claiming information to assist with the submission of your direct bill drug claims.

Visit **ab.bluecross.ca/providers/pharmacy-home.php**

