

COMPLIANCE VERIFICATION

BENEFACT UPDATE

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Pharmacy compliance verification review process during COVID-19 pandemic

Alberta Blue Cross is committed to supporting our customers through this time of uncertainty. Our top priority is ensuring uninterrupted access to benefits and coverage. We are committed to promoting and protecting the health and wellness of our valued customers. Alberta Blue Cross and the Alberta government would like to recognize the work that you and your staff are putting in as front-line health care professionals. These are extraordinary times and you have met the challenge in an extraordinary way.

To assist pharmacists and pharmacy networks during the pandemic, Alberta Blue Cross has implemented the following guidelines for reviewing drug claims and pharmacy services transactions:

- Onsite compliance verification reviews will not be performed at this time. If required, a video conference may be arranged to gather additional information.
- We will continue to monitor pharmacy claims and request information or documentation.
- Any obvious cases of abuse or inappropriate claims will be investigated.

We will work with pharmacies to establish reasonable time frames to respond to requests for documentation and information. As the situation evolves, we will continue to adapt our procedures as necessary.

Your support in helping properly manage members' access to prescription medications is greatly appreciated. We thank you for your continued service on behalf of our mutual clients. For additional pharmacy notifications, as it pertains to the COVID-19 pandemic, please visit <https://www.ab.bluecross.ca/providers/pharmacy-home.php>.

Alberta Health temporarily suspends the requirement for “wet ink” signature for CACP/SMMA

In order to support pharmacists now providing care to Albertans consistent with physical distancing recommendations, the requirement for a “wet ink” signature for the CACP and SMMA pharmacy service is suspended. Claims for these services can now be submitted, supported with documentation of verbal patient consent to confirm acceptance of the service provided. It is critical to ensure that patient consent is well documented as this will be subject to compliance verification review processes. Failure to document the patient's verbal consent, which may be confirmed with the patient as part of the compliance verification review process, will result in a recovery. This change is retroactive to March 18, 2020 (inclusive), corresponding with the declaration of a Public Health Emergency. All other requirements for these services as defined by the Ministerial Order remain in effect.

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)

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](https://www.ab.bluecross.ca/providers/pharmacy-home.php)



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