

# COMPLIANCE VERIFICATION

## BENEFACT UPDATE

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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.

### Claiming and dispensing Natural Health Products (NHP) and Over-the-counter (OTC) products

The completion of a recent Compliance Verification Review determined that some pharmacy providers were submitting claims using an eligible Natural Product Number (NPN); however, they were dispensing a different product or an ineligible product. Examples include submitting claims under D-Vi-Sol, Flintstones multivitamins and then dispensing other brands of vitamin D drops and multivitamins.

We would like to remind all pharmacy providers of their responsibility to ensure accurate claims information is submitted to Alberta Blue Cross. This includes the following:

- Drug files are maintained for each product.
- If a claim was submitted, however, the pharmacy needs to dispense an interchangeable or comparable product, the claim must be reversed and resubmitted with the correct DIN/PIN/NPN.
- The product claimed must accurately reflect the product dispensed.
- Drug product purchases' documentation must be retained to support the claims.

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

For more information on the Compliance Verification Review process, please see Benefact 1A – July 2019, available at [https://ab.bluecross.ca/pdfs/pharmacy-benefacts/82320\\_compliance\\_1A.pdf](https://ab.bluecross.ca/pdfs/pharmacy-benefacts/82320_compliance_1A.pdf).

The online Interactive Drug Benefit List (iDBL) is available at [https://www.ab.bluecross.ca/dbl/idbl\\_main1.php](https://www.ab.bluecross.ca/dbl/idbl_main1.php). This is a near real-time application and as such, contains the most up-to-date information for eligible products for Government Sponsored drug programs.

### 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](http://albertabluecross.confidenceline.net)

All information will be kept strictly confidential. Suspicious activity may also be reported anonymously to

Claims Audit and Investigation Services  
Alberta Blue Cross  
10009-108 Street NW Edmonton, AB T5J 3C5

### 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](http://ab.bluecross.ca/providers/pharmacy-home.php)



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