

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.

Timely reversal of claims not picked up by the patient

We would like to remind all pharmacy providers to be aware of the following provision within the Alberta Blue Cross Pharmaceutical Services Provider Agreement

Subsection 1.2 (c) of Appendix A:

(c) If a Pharmaceutical Service has not been provided to the Plan Member within 30 days of the day when the Pharmaceutical Service is available to the Plan Member and the Provider has submitted a Claim, then the Provider must reverse the Claim and where applicable adjust its Drug Benefits inventory accordingly.

A completion of a recent Compliance Verification Review on claims submitted by a pharmacy provider determined that claims were not reversed in a timely manner. The pharmacy had submitted claims in advance of the patient's request. Pharmacies making use of auto-refill processes must be particularly cognizant of this issue, and should avoid this practice for prn medications.

This review 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, issued July 2019, found at https://ab.bluecross.ca/pdfs/pharmacy-benefacts/82320_compliance_1A.pdf

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 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



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