

Alberta Blue Cross administering prescription drug benefits for City Glass and Supply, group 82928, effective May 1, 2022

Alberta Blue Cross is excited to be administering prescription drug benefits for the employees of City Glass and Supply.

New identification cards

Employees have been provided new Alberta Blue Cross ID cards and will have direct-bill coverage for their prescription drug benefits.

Claims for prescription drug benefits

Any claims for prescription drug benefits incurred prior to May 1, 2022, should be submitted to the members' prior benefit carrier. Any claims for services on or after May 1, 2022, are to be submitted to Alberta Blue Cross.

Tips for online claim entry and successful claims adjudication

- **Carrier code 11 (Alberta Blue Cross):** this code is to be used when submitting claims for your customers with Alberta Blue Cross employer-sponsored direct bill drug coverage.
- **Group number:** enter as a seven-digit number (fill with leading zeros if necessary) followed by the section (up to three characters, no zero filling). If your software does not utilize a separate field for the section, the group and section are to be entered as one string.
- **Identification number:** using the example 1234567-33, enter 1234567 enter as a 10-digit number (fill with leading zeros if necessary) followed by the two-digit patient code. If your software does not utilize a separate field for the patient code, the identification number should be directly followed by a forward slash (/) or dash (-) symbol, then the two-digit patient code.
- **Cardholder (member or subscriber) last name:** the cardholder's last name must be indicated on all claim transmissions, along with the patient first and last name.

continued next page

PHARMACY BENEFACT

continued from previous page

- The Alberta Blue Cross Reference guide for British Columbia and Saskatchewan pharmacies, located at ab.bluecross.ca/pdfs/82477-bc-sask-abc-pharmacy-reference-guide.pdf, has additional resources to assist with claiming.
- Please call the Alberta Blue Cross Provider Relations Contact Centre at 1-800-361-9632 if you require assistance or have questions regarding an Alberta Blue Cross member's claim.

The image shows a screenshot of an Alberta Blue Cross member card. The card includes the following information:

- MEMBER: John Abe Doe
- GROUP NAME: Company XYZ
- GROUP/POLICY NUMBER: 123
- Table of ID Numbers and Names:

ID NUMBER	NAME
123456 - 01	John Abe Doe
123456 - 02	Jane Barbara Doe
123456 - 03	Sam Charles Doe
123456 - 04	Mary Ellen Doe
123456 - 05	Stephen David Doe
123456 - 06	Roxanne Ellen Doe
123456 - 07	Joe Franklin Doe
123456 - 08	Sally Heather Doe
- SECTION 123

Callouts from the text on the right point to these specific fields on the card.

Cardholder (member/subscriber) last name

Must be indicated on all claim transmissions along with the patient first and last name.

Group number

Enter the group as a seven-digit number (fill with leading zeros if necessary) followed by section (up to three characters, no zero filling).

Identification number

Enter as a 10-digit number (fill with leading zeros if necessary) followed by the two digit patient code.

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

