

## Alberta Blue Cross administering prescription drug benefits for City of Airdrie, group 82751, effective April 1, 2022

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

### New identification cards

Employees covered by Alberta Blue Cross plan have been provided with a new Alberta Blue Cross ID card electronically and members are able to access them on their phones. Alternatively, some members may have physical copies of their ID card.

### Claims for prescription drug benefits

Any claims for prescription drug benefits incurred prior to April 1, 2022, should be submitted to the members' prior benefit carrier. Any claims for services on or after April 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 that have Alberta Blue Cross employer-sponsored direct bill drug coverage.
- **Group number:** enter as a seven-digit number, 0082751, followed by the appropriate 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 as a 10-digit number (fill with leading zeros if necessary, as 0001234567) followed by the two-digit patient code. If your software does not utilize a separate field for the patient's code, the identification number should be directly followed by a 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's first and last name.
- The Alberta Blue Cross Reference guide for Alberta pharmacies located at, [ab.bluecross.ca/pdfs/82477-ab-pharmacy-reference-guide.pdf](https://ab.bluecross.ca/pdfs/82477-ab-pharmacy-reference-guide.pdf), has additional resources to assist with claiming including Alberta Blue Cross specific PINs and pricing rules.
- 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.

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# PHARMACY BENEFACT

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If you have experienced a rejection upon updating the patient's file information, the following are tips to resolve the rejection and support your direct bill claiming.

Response code	CPhA description	Why the response occurred and steps to manage claim rejection
C9	Patient not covered for drugs	Active drug coverage cannot be found for this member based on the information entered. Please verify coverage information entered against the member's card. <ul style="list-style-type: none"> <li>• Enter the Client ID as a 10-digit number (fill with leading zeros if necessary) followed by the two-digit patient code.</li> <li>• Enter the Group number as a seven-digit number (fill with leading zeros if necessary) followed by section (up to three characters, no zero filling).</li> </ul>
C4	Coverage terminated before service	The system cannot find active coverage for this member based on the information entered. Verify the coverage information entered against the member's benefits card. <ul style="list-style-type: none"> <li>• Enter the Client ID as a 10-digit number (fill with leading zeros if necessary) followed by the two-digit patient code.</li> <li>• Enter the Group number as a seven-digit number (fill with leading zeros if necessary) followed by section (up to three characters, no zero filling).</li> </ul>
35	Cardholder identity error	The cardholder's last name field does not match what is in the Alberta Blue Cross system. Please confirm the last name of the cardholder on the member's card and update the cardholder or billing last name field. This may be different than the last name of the patient or member. <b>Tip:</b> If the member has multiple names, try changing the order or adding or removing punctuation.
HD	Patient may qualify for government program	The patient's coverage does not indicate that they have associated Alberta Seniors Drug Program coverage.
32	Client ID # error	The ID number entered does not match an ID number in our system. Verify the coverage information entered against the member's benefits card. <ul style="list-style-type: none"> <li>• Enter the Client ID as a 10-digit number (fill with leading zeros if necessary) followed by the two-digit patient code.</li> </ul>

Please contact the Alberta Blue Cross Pharmacy Provider line at 1-800-361-9632 for assistance with any of the above response codes or if there are any other questions regarding claim payment or coverage. We will be happy to assist you.

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)

