

Enhanced website functionality accommodates manual drug claim submissions

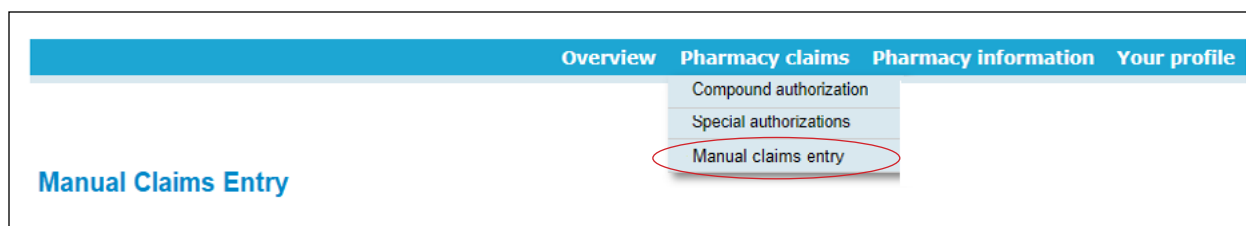
Alberta Blue Cross is pleased to advise that, effective July 21, 2022, our secure website allows for the submission of the following manual claim types with service dates that are less than one year old:

- High-cost drug claim (with costs over \$9,999.99)
- 1976 drug claim (must be for group 19823 and have a valid eight-digit authorization number)

For claims submitted for review through the website, you will also have the ability to submit a claim reversal, and resubmission if applicable, should you identify an error with your original claim submission. Specific details on how to successfully submit claims can be found in our user guide. **Successful submission of a manual claim does not guarantee the claim will be paid; Alberta Blue Cross will only pay for claims that comply with the plan member's applicable coverage.**

NOTE: This new website functionality is not to be used for claims that can be direct billed through the Pride RT® POS system. Where applicable, it is only intended to replace the use of paper manual claim forms that are faxed to Alberta Blue Cross for processing.

Simply visit our pharmacy provider website at ab.bluecross.ca/providers/pharmacy-secure-online-site.php to login, go to the **Pharmacy claims** drop down menu and select **Manual claims entry**.



continued next page

PHARMACY BENEFACT

continued from previous page

If you have not yet registered for our pharmacy provider website, please visit ab.bluecross.ca/providers/pharmacy-secure-online-site.php to access the user guide and register for an account. The website allows pharmacy owners to register for up to three accounts. Each account has varying levels of permission as noted below. We recommend registering for an owner account first to get full access to all the features on the website.

Account	Shared account	Update pharmacy information	View pharmacy resources	Access payment reports	Access SA status reports	Access compound authorizations	Submit drug claims
Owner	✗	✓	✓	✓	✓	✓	✓
Administrator	✓	✗	✓	✓	✗	✗	✗
Staff	✓	✗	✓	✗	✓	✓	✓

We're happy to help

If you have questions regarding submitting a manual claim through our website or other claim inquiries, please contact the Provider Relations contact centre at 780-498-8370 (Edmonton and area), 403-294-4041 (Calgary and area) or 1-800-361-9632 (toll-free). If you have questions regarding accessing the secure website, contact Alberta Blue Cross toll-free at 1-866-969-2859.

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

