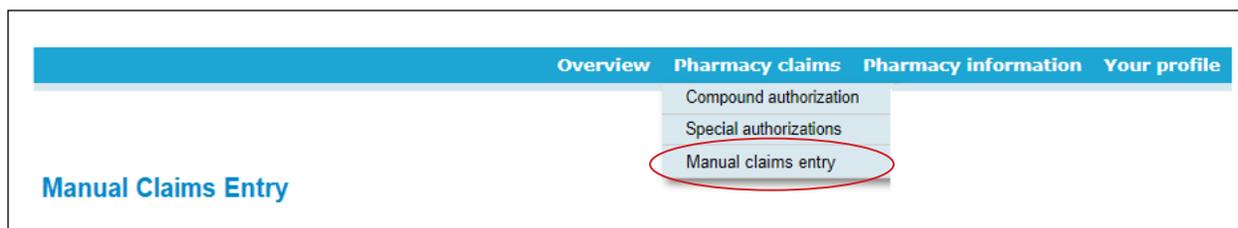


Update to website manual drug claim submissions

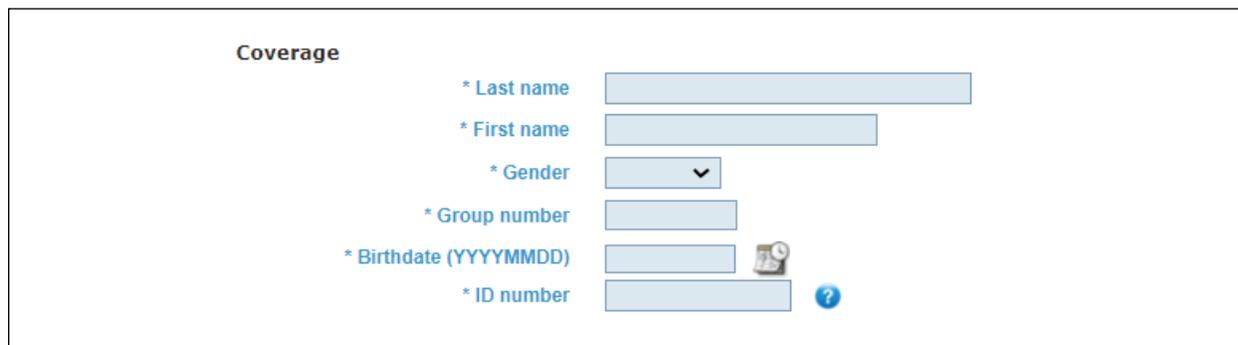
In July 2022, we introduced the ability to submit manual drug claims through our secure website. We are pleased to advise that the following claim types can be submitted through the website:

- MAID protocol or consumable fee claim (NEW functionality)
- 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)

Simply visit our pharmacy provider website at ab.bluecross.ca/provider/type/pharmacy/secure-online-site.php to log in, then select **Manual claims entry** from the **Pharmacy claims** drop-down menu.



When entering coverage details, we have updated the fields to include the plan member's full first name and gender.

A screenshot of a web form titled 'Coverage'. The form contains several input fields with asterisks indicating they are required: '* Last name' (text input), '* First name' (text input), '* Gender' (dropdown menu), '* Group number' (text input), '* Birthdate (YYYYMMDD)' (text input with a calendar icon), and '* ID number' (text input with a question mark icon).

For claims submitted for processing through the website and subsequently paid, remember that you can also submit a claim reversal, and resubmission if applicable, should you identify an error with your original claim submission. Please refer to our user guide at ab.bluecross.ca/pdfs/PPP-user-guide-Pharmacy-independent.pdf for specific details on how to successfully submit claims. **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.

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PHARMACY BENEFACT

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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

