

## 2022/2023 holiday hours schedule

Alberta Blue Cross Pharmacy Services Provider Relations representatives will be available the following hours during the 2022/2023 holiday season to provide assistance with your claiming inquiries:

Date	Alberta Blue Cross hours
Friday, December 23	8 a.m. to 8 p.m. (regular hours)
Saturday, December 24	9 a.m. to 3 p.m.
Sunday, December 25	Closed
Monday, December 26	Closed
Tuesday, December 27	9 a.m. to 5 p.m.
Wednesday, December 28	9 a.m. to 5 p.m.
Thursday, December 29	8 a.m. to 8 p.m. (regular hours)
Friday, December 30	8 a.m. to 8 p.m. (regular hours)
Saturday, December 31	9 a.m. to 3 p.m.
Sunday, January 1	Closed
Monday, January 2	9 a.m. to 5 p.m.
Tuesday, January 3	8 a.m. to 8 p.m. (regular hours)

Thank you for your valuable contribution to our mutual clients, ensuring they receive an exceptional customer experience. We look forward to our ongoing partnership in 2023, and wish you a joyous holiday season and a new year filled with health and peace.



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## 2023 Alberta Blue Cross payment schedule

For your reference, below are the 2023 payment schedule dates for the following Alberta Blue Cross programs:

Alberta Human Services	Government-sponsored	Group	Individual
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Cut-off*	Electronic funds transfer provider deposit date**
January 9, 2023	January 19, 2023
January 23, 2023	February 2, 2023
February 6, 2023	February 16, 2023
February 20, 2023	March 2, 2023
March 6, 2023	March 16, 2023
March 20, 2023	March 30, 2023
April 3, 2023	April 13, 2023
April 17, 2023	April 27, 2023
May 1, 2023	May 11, 2023
May 15, 2023	May 25, 2023
May 29, 2023	June 8, 2023
June 12, 2023	June 22, 2023
June 26, 2023	July 6, 2023

Cut-off*	Electronic funds transfer provider deposit date**
July 10, 2023	July 20, 2023
July 24, 2023	August 3, 2023
August 7, 2023	August 17, 2023
August 21, 2023	August 31, 2023
September 4, 2023	September 14, 2023
September 18, 2023	September 28, 2023
October 2, 2023	October 12, 2023
October 16, 2023	October 26, 2023
October 31, 2023	November 9, 2023
November 13, 2023	November 23, 2023
November 27, 2023	December 7, 2023
December 11, 2023	December 21, 2023
December 26, 2023	January 4, 2024

\*Cut-off times for submission of claims via Claimstream is 11:59 p.m. on the date listed. The cut-off date applies to adjudicated claims.

\*\*Date providers receive deposit of funds into their accounts after midnight (12 a.m.).

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)

