

Alberta Blue Cross partnering with Workers' Compensation Board – Alberta (Group 23737, Section A) for direct bill claiming of prescription drugs for select worker claims

Alberta Blue Cross is excited to partner with Workers' Compensation Board – Alberta (WCB-Alberta) to allow for direct billing of prescription drugs for select worker claims starting **February 27, 2023**.

Eligibility and access

To be eligible for this service, the worker's claim must have a date of accident on or after October 1, 2022, and there be a minimum of 30 days since the initial entitlement decision was made.

Workers with claims eligible for direct billing will receive a letter from WCB-Alberta notifying them of their eligibility. To access the service and have their claim-related prescriptions direct billed, workers must provide you with their WCB-Alberta claim number, which can be found on their enrolment letter from WCB-Alberta, the myWCB worker mobile app or my.wcb.ab.ca. **Group 23737 Section A should be used for all prescription drug claims submitted to Alberta Blue Cross for this service.**

Eligible prescription drug products are approved by WCB-Alberta based on the worker and nature of their injury claim. Pharmacies must confirm with the worker whether their prescription is related to their WCB injury claim. Those related to a WCB injury claim must be documented and submitted under Group 23737 as the primary payor.

While workers may have multiple WCB claims open, some claims are not eligible for direct billing. Only prescription drugs related to an eligible claim, dispensed on or after the issue date of the direct bill notification letter from WCB-Alberta, will be accepted for direct bill submission through the Alberta Blue Cross Pride RT billing system. If a prescription drug claim is rejected due to the medication not being covered (response code **CD - PATIENT NOT ENTITLED TO DRUG CLAIMED**), the worker will need to contact the WCB-Alberta Claims Contact Centre at 1-866-922-9221 to ensure their claim-related prescription is eligible for the direct-billing service. This may result in a delay at the pharmacy for direct billing. Alternatively, the worker can pay for the prescription and submit for reimbursement to WCB-Alberta.

Claims process

Prescription drug claims should be submitted using the following information:

- Carrier Code 11 (as the third-party plan)
- Group number 0023737
- Section A
- Client ID: use the WCB claim number provided by the worker
- Worker's full name (last and first name, as presented on their government-issued ID)
- Relationship code: should your software require you to enter a relationship code, 0 must be used as the default

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PHARMACY BENEFACT

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Prescription drug claims made prior to the letter issue date can be submitted for remuneration from WCB-Alberta using Form C774 Pharmacy Prescription Invoice, or the worker can submit the receipt to WCB-Alberta for reimbursement if they paid out of pocket. Questions regarding these claims should be directed to the WCB-Alberta Claims Contact Centre at 1-866-922-9221.

Questions

A pharmacy reference guide with answers to frequently asked questions is available on our website at ab.bluecross.ca/provider/type/pharmacy/resources.php. Our Pharmacy Provider Relations Contact Centre is available to assist with questions related to direct bill claims at 780-498-8370 (Edmonton and area), 403-294-4041 (Calgary and area) or 1-800-361-9632 (toll free).

There are no changes to the employer-sponsored WCB-Alberta plan under Group 202.

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

