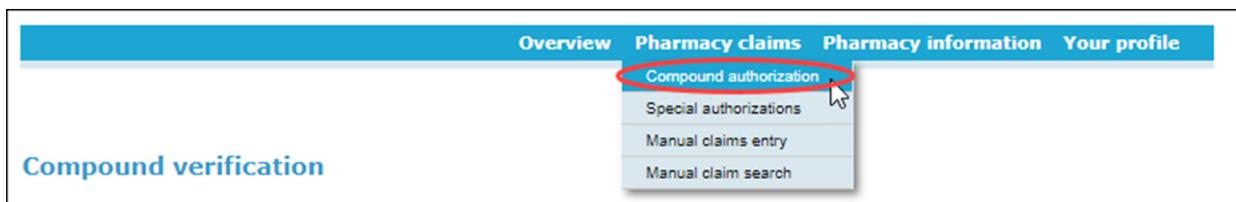


## Enhancing the pharmacy provider website provides oral compound authorizations in real-time to better meet your needs

Alberta Blue Cross® is committed to continuing to enhance self-serve functionality on our secure pharmacy provider website. In October 2020, we introduced the ability to submit topical compound authorizations through our website. Based on your feedback, this process saves time during claim submissions while also reducing time spent on the phone. We are excited to announce that effective **February 22, 2023**, simple oral compound authorizations with a single final strength where the directions for use are not a dose range can be submitted through the website.

Simply visit our pharmacy provider site at [ab.bluecross.ca/providers/pharmacy-secure-online-site.php](https://ab.bluecross.ca/providers/pharmacy-secure-online-site.php) to log in, then click the **Pharmacy claims** drop-down menu and select **Compound authorization**.



Once you input the information required, a response will be sent back in near real-time regarding the compound authorization.

### Pharmacies will need to continue to call the Provider Relations Contact Centre for authorization of oral compounds where

- there is a dose range (e.g., directions for use indicate 1–2 capsules twice daily);
- there are multiple active ingredients resulting in multiple final strengths (e.g., for mouthwashes such as Dr. Akabutu's); and
- the request to compound is due to a product shortage.

If you are compounding due to a medical reason, please use the checkbox to indicate compounding due to a medical reason. The compound will be pended for further review, and a Provider Relations Contact Centre representative will call back to review the assessment within one business day.

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# PHARMACY BENEFACT

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If you have not yet registered for our pharmacy provider website, please visit [ab.bluecross.ca/providers/pharmacy-secure-online-site.php](https://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 permissions as noted below. We recommend registering for an owner account first to get full access to all the features on the website.

Account	Responsible for registering account	Shared account	Update pharmacy information	View pharmacy resources	Access payment reports	Access SA status reports	Access compound authorizations
Owner	✓	✗	✓	✓	✓	✓	✓
Administrator	✗	✓	✗	✓	✓	✗	✗
Staff	✗	✓	✗	✓	✗	✓	✓

## We're happy to help

If you have questions regarding submitting a compound authorization through our website, or other claim inquiries, please contact the Provider Relations Contact Centre. 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](https://ab.bluecross.ca/providers/pharmacy-home.php)

