

Enhanced website functionality accommodates product status and pricing inquiries

Alberta Blue Cross® is committed to the continued enhancement of the self-serve functionality of our secure pharmacy provider website. We are excited to announce effective **July 12, 2023**, the updated website will enable pharmacies to:

- Inquire on product availability status.
- Report product shortages.
- Request temporary benefits.
- Request compound authorizations.
- Find current and historical product pricing.
- Report pricing discrepancies between Alberta Blue Cross and wholesalers.
- Maintain a list of products on favourites list.

This expanded functionality will improve inquiry response times, and requests and responses will be stored to allow for easy reference for both pharmacies and Alberta Blue Cross for documentation and audit purposes.

Simply visit our pharmacy provider website at ab.bluecross.ca/providers/pharmacy-secure-online-site.php to log in and select **Product lookup**.

The screenshot shows the Alberta Blue Cross Pharmacy Providers website. At the top left is the Alberta Blue Cross logo. To its right is the text "Pharmacy Providers". Further right are links for "Contact us", "Resources", "FAQ", and "Sign out". Below this is a blue navigation bar with the following items: "Overview", "Pharmacy claims", "Product lookup" (circled in red), "Pharmacy information", and "Your profile". To the right of the navigation bar is the text "Provider ID:". Below the navigation bar is the "Product lookup" section. It has a heading "Product lookup" and a sub-heading "Search product". Below this is a text input field with the placeholder text "Enter a minimum of 3 characters based on DIN/NPN/PIN, product name or generic name". Below the input field are three buttons: "View favourite list", "Reset", and "Search".

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Providers who have not yet registered may visit ab.bluecross.ca/providers/pharmacy-secure-online-site.php to access the user guide and register for an account. Pharmacy owners are able to register for up to three accounts, each with different access levels. Additional information can be found in the user guide. Account access levels for the new product status and pricing features are shown below.

Account	Product Availability Search	Report Product Shortage	Request Shortage Action	Find Price Information	Report Price Difference	View/Manage Favourites List
Owner	✓	✓	✓	✓	✓	✓
Administrator	✗	✗	✗	✗	✗	✗
Staff	✓	✓	✓	✓	✓	✓

For questions regarding account access to the pharmacy provider website, please contact Alberta Blue Cross toll-free at **1-866-969-2859**. For other questions regarding our website, assistance with benefits or other claim-related 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).

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

