

Enhancing the adjudication process

As part of Alberta Blue Cross's® continued commitment to enhancing the claiming process for pharmacies and patients, we are pleased to announce that effective October 6, 2023, pharmacy providers may use two existing CPhA intervention codes, providing a more streamlined claiming experience.

The enhanced compound adjudication process

When a patient has multiple claims within a 28-day period for compounds that utilize the same compound PIN, additional claims submitted to Alberta Blue Cross for that compound PIN that include a dispensing fee may reject with the response code **87 – EXCEEDS MAX. NUMBER OF PROFESSIONAL FEES FOR THIS DRUG** due to the Frequent Dispensing Policy (FDP).

If the claim is rejected due to a patient having multiple compounds with the same compound PIN, the following CPhA Intervention Code may be used to allow the adjudication of the claim in real time with an appropriate dispensing fee. No manual claim submission will be required.

DG - SAME PRODUCT – BILLED FOR DIFFERENT RX

| Alberta Blue Cross response code and message | Reason for response | DG intervention code appropriate? |
|--|--|---|
| 87 – EXCEEDS MAX. NUMBER OF PROFESSIONAL FEES FOR THIS DRUG | Patient has multiple unique compounds using the same compound PIN. | Yes. |
| | Patient is receiving a third fill of the same compound within a 27-day period. | No —please remove the dispensing fee and resubmit the claim. |

To clarify, for compound submissions, this intervention code may only be used when the patient has multiple prescriptions of different compounds but with the same compound PIN.

The use of this intervention code must be documented on the prescription record or patient file. This documentation should include the prescription, transaction record, adjudication date and a summary of the compound ingredients for all compounds using the same compound PIN supporting the use of the intervention code. Documentation may be requested for compliance verification and must be kept on the patient's file for two years.

Additional information regarding the FDP may be found on our Pharmacy provider site at ab.bluecross.ca/provider/type/pharmacy/home.php, specifically in Pharmacy Benefacts 739 & 740, Pharmacy Compliance Benefact 1, the Reference Guide for Alberta Pharmacies, and the Frequent Dispensing Fee Policy Q&As.

The enhanced coordination of benefits adjudication process

When a patient is an Alberta resident who is aged 65 or over, they are eligible for the Coverage for Seniors Plan. To ensure benefits are maximized for Albertans 65 and over who have more than one benefit plan, the Alberta Blue Cross adjudication system will reject claims with the response code **HD – PATIENT MAY QUALIFY FOR GOV'T PROGRAM** when the patient's plans are **not** linked for coordination of benefits in our system and claims are submitted directly to the patient's private plans.

continued next page

PHARMACY BENEFACT

continued from previous page

Effective October 6, 2023, when a claim submitted to Alberta Blue Cross under a patient’s private plan rejects with the response code **HD – PATIENT MAY QUALIFY FOR GOV’T PROGRAM** and the corresponding claim was already submitted to the patient’s Coverage for Seniors Plan *and paid an amount greater than \$0.00*, the following CPhA intervention code may be submitted to Alberta Blue Cross for adjudication on their private plan so long as the claim includes the amount previously paid under their Coverage for Seniors Plan:

DA – SECONDARY CLAIM – ORIGINAL TO PROV PLAN

When using the intervention code **DA – SECONDARY CLAIM – ORIGINAL TO PROV PLAN**, please ask your patient to contact Alberta Blue Cross customer services at 1-800-661-6995 to have their plans linked within our system to ensure future claims pay appropriately. If the patient is NOT enrolled in the Coverage for Seniors Plan, please direct them to Alberta Health to enroll, as all drug claims to their other plan(s) will continue to reject until they are enrolled.

Patients may reach Alberta Health the following ways:

Edmonton and area: 780-427-1432

Toll free: dial 310-0000 and then (780) 427-1432 (in Alberta)

Information can also be obtained by visiting alberta.ca/coverage-for-seniors-program

| Alberta Blue Cross response code and message | Reason for response | DA intervention code appropriate? |
|---|---|--|
| HD – PATIENT MAY QUALIFY FOR GOV’T PROGRAM | Patient has Coverage for Seniors that paid for a portion of the claim. | Yes —please ask the patient to reach out to Alberta Blue Cross customer services at 1-800-661-6995 to update COB. |
| | Patient has Coverage for Seniors that did not pay a portion of the claim. | No —please contact the Alberta Blue Cross Provider Relations Contact Centre to update COB. |
| | Patient does not have Coverage for Seniors and is an individual over 65 who resides in Alberta. | No —the patient must contact Alberta Health to enroll in Coverage for Seniors Plan. |
| | Patient does not have Coverage for Seniors and is not eligible for this plan. | No —please contact the Alberta Blue Cross Provider Relations Contact Centre. |

Use of this intervention code must be documented on the prescription record or patient file. This documentation should include the prescription, transaction record, adjudication date and the reason the intervention code was appropriate. Documentation may be requested for compliance verification and must be kept on the patient’s file for two years.

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

