

Alberta Blue Cross® reminds pharmacies of the ability to obtain real-time authorizations for over 100-day medication supply

As a reminder, **you no longer need to call to receive authorization for more than 100-day medication supplies.** Simply submit your direct bill claim and you will receive a rejection message if the claim cannot be submitted electronically.

Pharmacists should continue to use professional judgement relative to the availability of drugs in their pharmacy and dispense a lesser days' supply when necessary to maintain the integrity of Alberta's supply chain.

Process to claim over 100-day supply



Direct bill

Submit claim for over 100-day supply

1. Member presents prescription for greater than 100-day supply.
2. Submit real-time claim for required medication.
3. The claim will be adjudicated and accepted if the member is eligible for a supply of greater than 100 days to a maximum of 200 days. No further action is required. **Where applicable, coordination of benefits will be applied at time of claim.**
4. Claim rejected with response code **SD**: "Maximum days' supply allowed is X." Days' supply exceeds quantity authorized. **Action required:** resubmit the claim after adjusting the quantity to "X" days as indicated in the SD response code. The claim will adjudicate in real-time according to the members' coverage.
5. Claim rejected with response code **D9**: "Call Adjudicator." Authorization may be eligible but requires the pharmacy provider to contact Alberta Blue Cross for consideration of approval.



Phone

Call only in listed situations

Only in the circumstances listed below should you contact Alberta Blue Cross for authorization of an over 100-days' supply:

1. Product dispensed is a narcotic or controlled drug benefit.
2. Claim is for a biologic or high-cost drug. **Please allow two weeks for the review and approval process.**
3. Packaging of medications doesn't allow for the drug to be dispensed in the amount of the days' supply requested, such as didrocal kits, insulins or inhalers.
4. Claim rejected with response code **D9**: "Call Adjudicator." Authorization may be eligible but requires the pharmacy provider to contact Alberta Blue Cross for consideration of approval.
5. Claim rejected with response code **KN**: "Day supply limit for period exceeded". The days' supply requested is greater than the approved special authorization period and the member may need to reach out to their prescriber to renew their special authorization.

When phoning, please have the following information available:

- Pharmacy license number
- Member's first and last name
- Member's date of birth
- Alberta Blue Cross ID number
- Personal Health Number (PHN)
- DINs
- Quantity requested
- Days' supply
- Departure and return dates

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

