

2023/2024 holiday hours schedule

Starting this year, most of the teams at Alberta Blue Cross® will be off for a winter break from December 25, 2023, to January 1, 2024, inclusive. Our winter break will impact both the contact centre hours and the processing of manual claims. Please make note of the reduced contact centre hours below. In addition, although December 26 is the final cut-off date for 2023, **Alberta Blue Cross team members will be unavailable to process manual claims between December 23, 2023, and January 1, 2024 inclusive.**

Alberta Blue Cross Pharmacy Services Provider Relations representatives will be available the following hours Mountain Standard Time (MST) during the 2023/2024 holiday season to provide assistance with your claiming inquiries:

| Date | Alberta Blue Cross Pharmacy Contact Centre Hours (MST) |
|------------------------|--|
| Friday, December 22 | 8 a.m. to 8 p.m. (regular hours) |
| Saturday, December 23 | 9 a.m. to 5 p.m. |
| Sunday, December 24 | 9 a.m. to 3 p.m. |
| Monday, December 25 | Closed |
| Tuesday, December 26 | Closed |
| Wednesday, December 27 | 9 a.m. to 5 p.m. |
| Thursday, December 28 | 9 a.m. to 5 p.m. |
| Friday, December 29 | 9 a.m. to 5 p.m. |
| Saturday, December 30 | 9 a.m. to 5 p.m. |
| Sunday, December 31 | 9 a.m. to 3 p.m. |
| Monday, January 1 | Closed |
| Tuesday, January 2 | 8 a.m. to 8 p.m. (regular hours) |



Thank you for your valuable contribution to our mutual clients, ensuring they receive an exceptional customer experience. We look forward to our ongoing partnership in 2024, and wish you a joyous holiday season and a new year filled with health and peace.

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2024 Alberta Blue Cross payment schedule

For your reference, below are the 2024 payment schedule dates for the following Alberta Blue Cross programs:

| | | | |
|-------------------------------|-----------------------------|--------------|-------------------|
| Alberta Human Services | Government-sponsored | Group | Individual |
|-------------------------------|-----------------------------|--------------|-------------------|

| Cut-off* | Electronic funds transfer provider deposit date** |
|-------------------|---|
| January 8, 2024 | January 18, 2024 |
| January 22, 2024 | February 1, 2024 |
| February 5, 2024 | February 15, 2024 |
| February 19, 2024 | February 29, 2024 |
| March 4, 2024 | March 14, 2024 |
| March 18, 2024 | March 28, 2024 |
| April 1, 2024 | April 11, 2024 |
| April 15, 2024 | April 25, 2024 |
| April 30, 2024 | May 9, 2024 |
| May 13, 2024 | May 23, 2024 |
| May 27, 2024 | June 6, 2024 |
| June 10, 2024 | June 20, 2024 |
| June 24, 2024 | July 4, 2024 |

| Cut-off* | Electronic funds transfer provider deposit date** |
|--------------------|---|
| July 8, 2024 | July 18, 2024 |
| July 22, 2024 | August 1, 2024 |
| August 5, 2024 | August 15, 2024 |
| August 19, 2024 | August 29, 2024 |
| September 2, 2024 | September 12, 2024 |
| September 16, 2024 | September 26, 2024 |
| September 30, 2024 | October 10, 2024 |
| October 14, 2024 | October 24, 2024 |
| October 28, 2024 | November 7, 2024 |
| November 11, 2024 | November 21, 2024 |
| November 25, 2024 | December 5, 2024 |
| December 9, 2024 | December 19, 2024 |
| December 23, 2024 | January 2, 2025 |

*Cut-off times for submission of claims via Claimstream is 11:59 p.m. on the date listed. The cut-off date applies to adjudicated claims.

**Date providers receive deposit of funds into their accounts after midnight (12 a.m.).

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

