

## Alberta Blue Cross® and Workers' Compensation Board – Alberta (WCB-Alberta) continue to expand access to direct billing of prescription drugs for worker claims

Alberta Blue Cross and WCB-Alberta have continued to enroll additional workers with eligible claims for direct billing. This includes worker claims with a date of accident before October 1, 2022. All workers with claims eligible for direct billing will receive a letter from WCB-Alberta notifying them of their eligibility.

As direct billing access continues to expand, workers who previously were not enrolled may now be eligible. Workers who are eligible and would like to use this service are instructed to inform their pharmacy to direct bill their claim-related prescriptions. **Pharmacies are encouraged to have discussions with workers who have active WCB-Alberta coverage to determine if they have received a letter regarding their direct bill eligibility.** If they're eligible, pharmacies can immediately benefit from the advantages of direct billing claim-related prescriptions.

To access the service and have their claim-related prescriptions direct billed, workers must provide you with their **WCB-Alberta claim number**, which can be found on their enrolment letter from WCB-Alberta, in the myWCB worker mobile app or at [my.wcb.ab.ca](http://my.wcb.ab.ca). **Group 23737 Section A should be used for all prescription drug claims submitted to Alberta Blue Cross for this service.**

Eligible prescription drug products are approved by WCB-Alberta based on the worker and nature of their injury claim. Pharmacies must confirm with the worker whether their prescription is related to their WCB injury claim. Those related to a WCB injury claim must be documented and submitted under Group 23737 as the primary payor.

While access continues to expand, **a small number of WCB-Alberta claims are not eligible for this service.** Some workers may have multiple WCB claims open, but only some of them meet the eligibility criteria for direct billing. If a worker's claim is not eligible for direct billing through the Alberta Blue Cross PriderT billing system, pharmacies can still submit for remuneration from WCB-Alberta using Form C774 Pharmacy Prescription Invoice available on the WCB-Alberta website at [wcb.ab.ca/search.html?q=c774](http://wcb.ab.ca/search.html?q=c774).

If a prescription drug claim is rejected due to the medication not being covered (response code **CD - PATIENT NOT ENTITLED TO DRUG CLAIMED**), the worker will need to contact the WCB-Alberta Claims Contact Centre at 1-866-922-9221 to ensure their claim-related prescription is eligible for the direct-billing service. This may result in a delay at the pharmacy for direct billing. Alternatively, the worker can pay for the prescription and submit for reimbursement to WCB-Alberta.

### Questions

A pharmacy reference guide with answers to frequently asked questions is available on our website at [ab.bluecross.ca/provider/type/pharmacy/resources.php](http://ab.bluecross.ca/provider/type/pharmacy/resources.php). Our Pharmacy Provider Relations Contact Centre is available to assist with questions related to direct bill claims 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](http://ab.bluecross.ca/providers/pharmacy-home.php)

