

Evacuation order for the Municipality of Jasper, Alberta residents

Due to the evacuation order issued for the Town of Jasper and Jasper National Park, many Alberta residents may be seeking temporary pharmacy services from pharmacies across Alberta.

Alberta Blue Cross® understands that a variety of situations may arise when plan members are unable to provide pharmacy providers with their ID card information. In such instances, we are available to assist pharmacy providers with confirmation of plan member and benefit eligibility. Please contact your Alberta Blue Cross pharmacy representatives for assistance at the following numbers:

- 780-498-8370 (Edmonton and area)
- 403-294-4041 (Calgary and area)
- 1-800-361-9632 (toll free)

While standard claim adjudication edits continue to be applied, Alberta Blue Cross will allow early refills if a member is impacted by an evacuation. The use of Early Refill intervention code "UF" may be used where the member's prescription requires replacement due to displacement of the resident or an evacuation. Use of an intervention code to support a pharmacist's decision to dispense early must be documented on the prescription record or patient file and may be requested for compliance verification.

Information regarding this evacuation can be found at www.alberta.ca/emergency.aspx

Pharmacy services fees for assessments to ensure continuity of care

Fees for assessments to ensure continuity of care in the event of a declaration of a state of local emergency are eligible effective **July 23, 2024**, and will remain eligible until such time as the declaration has been terminated or ceases to be in effect.

As per section 3(6) of the ministerial order for pharmacy services (M.O. 606-2022), a pharmacist who renews an existing prescription to dispense a Schedule 1 drug or blood product to ensure continuity of care may be eligible to claim a pharmacy services fee for assessment to ensure continuity of care in the event of a declaration of a state of local emergency.

Claims processes

An assessment fee of up to \$20 for the assessment to ensure continuity of care in the event of a declaration of a state of local emergency may be claimed as per the compensation plan for pharmacy services.

Access Netcare to validate medication history, Personal Health Number (PHN) and demographic information. The individual's PHN will be used to confirm eligibility. Incorrect submission of the client's eligibility will result in claim rejections with the response code **C8 – No record of this beneficiary**.

All claims must be submitted electronically through the Alberta Blue Cross PRIDE RT claims adjudication system with the following data elements:

- Carrier code: 16 (as the third-party plan)
- Group number: 23464, Section 000 for all transactions
- Pharmacy license number
- Pharmacist identification number

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- Client number: client's PHN as the client number
- Client's full name: last and first name
- Client's date of birth
- Client's gender
- Relationship code: should your software require you to enter a relationship code, use zero (0) as the default
- Prescriber reference ID number
- Service date
- PIN: 00071119 where the pharmacy service is performed by a clinical pharmacist or 00081119 where the pharmacy service is performed by a clinical pharmacist with additional prescribing authorization
- Special Service Code I (SSC I)

Access to prescription drug services

Due to the evacuation orders, many Alberta residents may be seeking temporary pharmacy services from pharmacies across Alberta, including assistance with prescription drug coverage.

There may be instances where an evacuee does not have their insurance documents for drug coverage with them or are struggling to cover co-payments. If this occurs, the wildfire evacuee may be eligible for emergency

prescription drug coverage through the 1976 drug authorization voucher.

If support with the costs of prescription drugs is required, please direct the wildfire evacuee to call the Income Support Contact Centre at 1-866-644-5135 (available 24/7) or have them visit any Alberta Supports Centre.

Alberta Support Centres are open Monday to Friday from 8:15 a.m. to 4:30 p.m. Alberta Support Centres located in impacted communities are open evenings and weekends. A list of locations is available here: alberta.ca/alberta-supports.aspx.

The wildfire evacuee will need to contact the Income Support Contact Centre or visit an Alberta Support Centre themselves to receive access to emergency prescription drug coverage. Once processed, the voucher will be faxed directly to the dispensing pharmacy as chosen by the evacuee. The 1976 drug authorization voucher will cover the dispensing costs associated with the drug products as found in the [Alberta Drug Benefit List](#).

For information on how to submit a claim using a 1976 drug authorization voucher, refer to [Benefact number 1045](#).

Important links

- Alberta active emergency updates: <https://www.alberta.ca/emergency>
- Alberta Drug Benefit List: <https://idbl.ab.bluecross.ca/idbl/load.do>
- Pharmacy Benefact 1045: ab.bluecross.ca/pdfs/pharmacy-benefacts/pharmacy-benefact-1045.pdf

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

