

Alberta Vaccine Booking System (AVBS) Vaccine Capacity Setting Reminder

We've received reports of citizens booking appointments for a COVID-19 vaccine (ages 5–11) through the Alberta Vaccine Booking System, only to arrive at the pharmacy and find that the vaccine wasn't available. To help prevent these occurrences from happening again, we kindly request your urgent attention to review and update your pharmacy's vaccine capacity settings in the AVBS Scheduler.

Please take a moment to:

- Ensure your vaccine inventory is up to date.
- Update the vaccine capacity to reflect current availability for each vaccine type.
- Make appointment blocks available only for vaccine types stocked at your location.

Doing so will help ensure a smooth and positive experience for Albertans using AVBS to book their immunizations.

For detailed steps on how to update vaccine capacity settings, please refer to the knowledge article [**Overview of Scheduler- Pharmacy Users**](#).

Thank you for your continued partnership in supporting Alberta's immunization program.

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

