

Important information regarding potential disruption of postal services

In response to the possibility of a Canada Post strike, we'd like to remind pharmacies that our secure pharmacy provider website provides the ability for pharmacies to:

- Review payment statements
- Submit manual claims that cannot be submitted electronically
- Inquire on product availability status and report product shortages
- Request compound verification
- Inquire on special authorization statuses

Please visit <https://www.ab.bluecross.ca/provider/type/pharmacy/secure-online-site.php> for additional information.

Electronic funds transfers will not be impacted by the strike. They'll continue to occur as indicated in the 2025 payment schedule on page 2 of Pharmacy Benefact 1222 available at <https://www.ab.bluecross.ca/pdfs/pharmacy-benefacts/pharmacy-benefact-1222.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](https://www.ab.bluecross.ca/providers/pharmacy-home.php)

