

## Alberta Blue Cross® promotes direct bill claims for Workers' Compensation Board-Alberta (Group 23737, Section A)

Since February 2023, Alberta Blue Cross has partnered with Workers' Compensation Board-Alberta (WCB-Alberta) to allow for direct billing of prescription drugs for worker claims. Direct billing streamlines the billing process for workers by reducing the financial and administrative burden of paying out of pocket and waiting for reimbursement from WCB-Alberta. Some workers in the province have reported that they have to shop around for a pharmacy that is able to direct bill for this program. This communication is a reminder that your pharmacy is able to direct-bill for WCB-Alberta.

### Eligibility and access

Workers with claims eligible for direct billing will receive a letter from WCB-Alberta notifying them of their eligibility.

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 from:

- The worker's enrolment letter from WCB-Alberta
- The **myWCB** worker mobile app
- The **myWCB** worker portal at <https://my.wcb.ab.ca>

No additional approval or screening with WCB-Alberta is required to submit a claim.

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.

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.

### Claims process

Workers with claims eligible for direct billing will receive a letter from WCB-Alberta notifying them of their eligibility.

- Carrier Code 11 (as the third-party plan)
- Group number 0023737
- Section A
- Client ID: Use the WCB claim number provided by the worker
- Worker's full name (last and first name, as presented on their government-issued ID)
- Relationship code: Should your software require you to enter a relationship code, 0 must be used as the default

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### Questions

A pharmacy reference guide with answers to frequently asked questions is available on our website at <https://www.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:

Edmonton and area: 780-498-8370

Calgary and area: 403-294-4041

Toll free: 1-800-361-9632

**Note:** There are no changes to the employer-sponsored WCB-Alberta plan under Group 202.

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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)

