

Declaration of a State of Local Emergency for Swan Hills, Alberta residents

Due to the mandatory evacuations due to wildfires in Swan Hills, 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 the 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 and on the prescription record or patient file and may be requested for compliance verification.

Information regarding this evacuation can be found at <https://www.alberta.ca/emergency>.

Pharmacy services fees for assessments to ensure continuity of care

Fees for assessments for ensuring continuity of care in the event of a declaration of a state of local emergency are eligible effective May 27, 2025, 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 Compensation Plan for Pharmacy Services (M.O. 608-2025), 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 for ensuring continuity of care in the event of a declaration of a state of emergency or declaration of a state of local emergency. As per the M.O. a pharmacist claiming this service must "must record all the information referred to in Schedule 5(6) and Schedule 6 in the Resident's Record at the time that such Pharmacy Service is performed."

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Ensuring Continuity of Care in the Event of a Declaration of a State of Emergency or Declaration of a State of Local Emergency

In previous declarations of State of Emergency and/or State of Local Emergency, Benefacts were issued to advise the effective date. To ensure faster response, Benefacts will no longer be used to communicate commencement or completion of these emergencies. Alberta Blue Cross will facilitate the system update at the direction of the Government of Alberta once we are made aware of a declaration of state of emergency or declaration of a state of local emergency. *The Assessment for Ensuring Continuity of Care in the Event of a Declaration of a State of Emergency or Declaration of a State of Local Emergency* will remain in effect during emergencies and be deactivated when the state of emergency ends.

Pharmacy teams can check active emergency updates at: <https://www.alberta.ca/emergency>.

Claims processes

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

Netcare should be accessed 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 of 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 for all transactions must be 23464, Section 000,
- Pharmacy license number,
- Pharmacist identification number,
- 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, zero (0) must be used 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 evacuations, 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 may 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 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.

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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 voucher will cover the dispensing costs associated to the drug products as found within the **Alberta Drug Benefit List**.

For information on how to submit a claim using a 1976 drug authorization, 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>
- Alberta Supports: <https://www.alberta.ca/alberta-supports>

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

