

Group and section number entry for direct-bill claims

Effective July 16, 2025, Alberta Blue Cross® has implemented system edits to ensure accurate entry of group and section numbers on direct-bill pharmacy claims. These edits are intended to improve claims processing and reduce errors related to member information.

As of July 16, 2025, pharmacy providers must ensure the member's group and section number are entered **exactly** as it appears on their Alberta Blue Cross® identification card.

If the group and section number entered does not match the member's current information on file, the following error messages may be returned:

- 31 – Group Number Error
- D9 – Call Adjudicator

Tips for accurate online claim submission

Group and section number:

- Enter the group number as a seven-digit number. Use leading zeros if required.
- Enter the section number as up to three characters (do not use leading zeros).
- If your software does not provide separate fields for the group and section, enter them together as a single string with no spaces or separators.

Identification number:

- Enter the identification number as a 10-digit number, using leading zeros if necessary.
- Follow this with the two-digit patient code.
- If your software does not support separate fields for the patient code, place a hyphen or forward slash (e.g., - or /) between the identification number and the patient code (e.g., 0012345678-33).

Member and patient names:

- The cardholder's (member/subscriber's) last name must be included in all claim transmissions.
- The patient's first and last name must also be entered.

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Group number
Enter as a seven-digit number (fill with leading zeros if necessary) followed by Section (up to three characters, no zero filling)

Member's name
Member's last name must be indicated on all claims

Identification number
Enter as a 10-digit number (fill with leading zeros if necessary) followed by the two-digit patient code

The last two digits identify each individual

A listing of key benefits

Effective date of coverage

GROUP	SECTION	CLASS	FAMILY
123456	XYZ		

IDENTIFICATION NO.	NAME
1234567-33	JACK P SMITH
1234567-34	JANET D SMITH
1234567-35	DAVID C. SMITH
1234567-36	JOANNE S SMITH

By presenting this card as Alberta Blue Cross Identification number, I acknowledge that I consent to the use of my personal information for the administration of my benefit plan as described in the Alberta Blue Cross Privacy Policy posted at www.ab.bluecross.ca/en/14054014055.

ALBERTA BLUE CROSS®

SUBSCRIBER
JACK P SMITH
ABC LIMITED

BENEFITS

BENEFITS	LCA	EFFECTIVE YY/MM/DD
DRUGS 80% DIRECT BILL		01/03/01
HOSPITAL SEM&PRIV DIRECT BILL		01/03/01
EXTENDED HEALTH BENEFITS		01/03/01
TRAVEL (PLAN 670)		01/03/01
DENTAL		01/03/01
VISION		01/03/01

Alberta Blue Cross® remains committed to supporting both providers and members by ensuring accurate claims processing and minimizing disruption to care. If you require further assistance, please contact Alberta Blue Cross® pharmacy services.

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

