

Transition to Real-Time Integration (RTI)

Currently, immunization claims submitted to Alberta Blue Cross® are loaded to Alberta Netcare by Primary and Preventative Health Services (formerly Alberta Health). Effective July 1, 2026, this process will be discontinued as it's redundant for Real-Time Integration (RTI) claims.

As a result, all community pharmacies participating in the provincial immunization program must transition to a Real-Time Integration (RTI) system by July 2026.

Why this change is occurring:

The Alberta College of Pharmacy standards mandate real-time integration with Alberta Netcare by July 2026. This transition aligns with that regulatory mandate and implementation timeline.

Additionally, RTI systems provide numerous benefits, including:

- Automatic synchronization of patient immunization profiles from the pharmacy's local system to platforms such as MyHealth Records and Alberta Netcare.
 - This supports timely, informed clinical decisions by enabling near real-time data sharing among healthcare providers.
- Automated submission of immunization records from pharmacy systems to the provincial Immunization and Adverse Reactions to Immunization (ImmARI) repository and Alberta Netcare.
 - This reduces data entry errors and delays associated with batch submissions, improves compliance with the Immunization Regulation, and enhances data quality and operational efficiency.

Required action for Alberta pharmacies:

All pharmacies participating in the provincial immunization program must begin transitioning to an RTI system to remain eligible for program participation after July 1, 2026.

As part of the transition to an RTI system:

- A Privacy Impact Assessment (PIA) for the Pharmacy Practice Management Systems (PPMS) must be submitted to Alberta Health and the Office of the Information and Privacy Commissioner (OIPC), demonstrating the system's ability to transmit patient immunization records to Alberta Netcare.
- An Expedited Netcare PIA that has been updated and dated October 2018 or later must also be in place.

To initiate the RTI onboarding process for ImmARI, pharmacies can contact the eHealth Services Provider Support at eHealthProviderSupport@gov.ab.ca or 1-855-643-8649.

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

