

Getting started with Product Lookup on the Pharmacy Provider website

The Pharmacy Provider website (<https://www.ab.bluecross.ca/provider/type/pharmacy/secure-online-site.php>) has a Product Lookup tool designed to assist pharmacies with reporting product shortages, submitting pricing inquiries and confirming product availability. Shortages can be reported through the website at any time, and the Product Lookup tool includes helpful information, such as whether an applicable generic price policy has been suspended for a product grouping and the last date of investigation for availability.

Product shortages and pricing discrepancies can significantly impact patient care and pharmacy operations. This short guide is designed to outline general tips on how to efficiently utilize this tool as part of daily pharmacy practices.

To report a **product shortage**:

1. Confirm the shortage before submitting through the website
 - Check with the wholesalers (e.g., McKesson, Imperial, Kohl & Frisch) and/or manufacturers to confirm the shortage
 - Check the Drug Shortage Canada website: <https://www.drugshortagescanada.ca>
2. Log in to the Pharmacy Provider website (<https://www.ab.bluecross.ca/provider/type/pharmacy/secure-online-site.php>) using your credentials
 - Search for the product by using the **Product Lookup** function
 - Select **Report Shortage**

						Temporary benefit No
DIN/NPN/PIN	Product name	Unit price	Price effective	Availability status	Last investigated	
02233852	SYNTHROID 137 MCG TABLET	0.2047	2023-04-01	Available	2020-11-16	Report price difference Report shortage

3. Provide complete and accurate details of the shortage
 - **Expected dispense date** and **Contact information** are required
 - Add **Comments** with any additional information to assist with the shortage investigation
 - Provide an email address to receive an automated confirmation email upon submission. Once the investigation is completed, you will be contacted via phone or email and advised of the findings of the investigation

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Report product shortage

Product information

DIN/NPN/PIN	02233852
Product name	SYNTHROID 137 MCG TABLET
Ingredient name(s)	LEVOTHYROXINE SODIUM
Form/route	TAB / ORL
Availability	Available
Last investigated date	2020-11-16

Request details

* Expected dispense date

Comments

Contact information

The email address provided will only be used for the purpose of this inquiry

* Contact person

Email address

Please ensure all of the information above is accurate before submitting

- Confirm submission
 - A reference number will be generated upon successful submission. Please refer to this number for follow-up, if required
 - For monitoring the status of the reported shortage, navigate to the **Favourite List** for easy access

Report product shortage

Thank you for your inquiry. Your reference number is **125**. This product grouping can be accessed from your Favourite List.

Please be advised that new information will be updated within 2-5 business days. However, the suggested response time is subject to change.

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A more detailed tutorial can be found in Section 6 of the Pharmacy Provider website user guide (<https://www.ab.bluecross.ca/pdfs/PPP-user-guide-Pharmacy-independent.pdf>).

For more assistance with product shortages, pricing inquiries or urgent issues, please contact the Alberta Blue Cross® Provider Relations team.

- Edmonton: 780-498-8370
- Calgary: 403-294-4041
- Toll-Free: 1-800-361-9632

To stay informed on updates from Alberta Blue Cross regarding product shortages, temporary benefit changes and policy adjustments, refer to the Pharmacy Benefacts (<https://www.ab.bluecross.ca/provider/type/pharmacy/home.php>) webpage for more information.

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)

