

Investigating product pricing on the Pharmacy Provider website

The Pharmacy Provider website has a Product Lookup tool which offers helpful information and allows pharmacies to report shortages, submit pricing inquiries, confirm availability, and view current and historical pricing. This short guide provides details on how to investigate product pricing and report discrepancies.

How to look up a product price

1. 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 using the **Product Lookup** function.
 - Select the **unit price** to view **Historical Pricing Information**.
 - **Note:** The unit price displayed is province specific and **does not include any upcharges**.

Product lookup

Product information

Ingredient name(s)
LEVOTHYROXINE SODIUM
Form/Route
TAB / ORL

Generic price suspension effective?
2025-07-08

Province?
Alberta

Alberta Drug Benefit List (ADBL)

Temporary benefit: No

DIN/NPN/PIN	Product name	Unit price	Price effective	Availability status	Last investigated	
02550776	APO-LEVOTHYROXINE 137 MCG TABLET	0.1801	2025-05-01	Available	2025-11-10	Report price difference Report shortage
02233852	SYNTHROID 137 MCG TABLET	0.2202	2025-04-01	Available	2020-11-16	Report price difference Report shortage

Non-ADBL

DIN/NPN/PIN	Product name	Unit price	Price effective	Availability status	Last investigated	
02264412	EUTHYROX 137 MCG TABLET	0.1148	2020-04-01	No availability status		Report price difference Report shortage

Historical price information

Product
02233852 SYNTHROID 137 MCG TABLET

Unit price	Effective	Termination
0.2119	2024-04-01	2025-03-31

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How to report a price discrepancy

1. Confirm there is a price discrepancy before submitting through the website.
 - Check with the wholesaler (e.g., McKesson, Imperial, Kohl & Frisch) and/or manufacturer to confirm the product price.
 - Check if there is a difference between the unit price found on the Pharmacy Provider website (published price) and the wholesaler's or manufacturer's price.
2. Log in to the Pharmacy Provider website.
 - Search for the product by using the **Product Lookup** function.
 - Select **Report Price Difference**.
 - **Note:** If your invoice price is higher than the published price, it may reflect wholesaler upcharges specific to your pharmacy account.

DIN/NPN/PIN	Product name	Unit price	Price effective	Availability status	Last investigated	
02550776	AP0-LEVOTHYROXINE 137 MCG TABLET	0.1801	2025-05-01	Available	2025-11-10	<div>Report price difference</div> <div>Report shortage</div>

3. Provide complete and accurate details of the price discrepancy.
 - The invoice date, invoice package price, quantity, package size and distributor information are required.
 - Add comments with any additional information to assist with the price discrepancy investigation.
 - Provide an email to receive confirmation of submission. Providers will be contacted by phone or email with the investigation results once completed.
4. Confirm the 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 price discrepancy, navigate to the **Favourite List** for easy access.

Report price difference

Thank you for your inquiry. Your reference number is **60**. 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.

OK

Further details are provided beginning on page 30 of the Pharmacy Provider website user guide (<https://www.ab.bluecross.ca/pdfs/PPP-user-guide-Pharmacy-independent.pdf>).

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

