PHARMACY BENEFACT

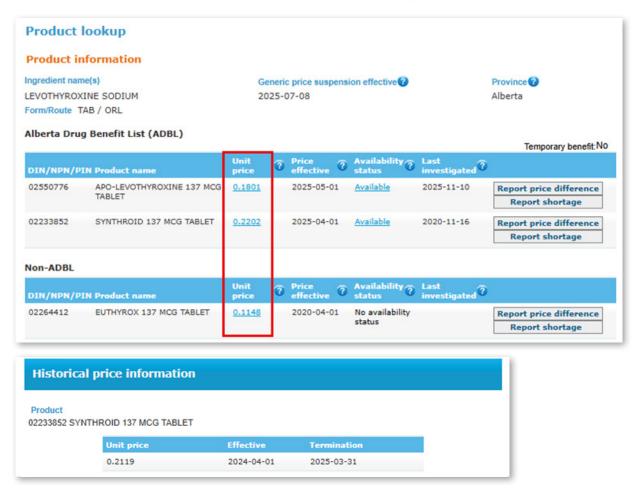
A BULLETIN FOR PHARMACY SERVICE PROVIDERS FROM ALBERTA BLUE CROSS®

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.



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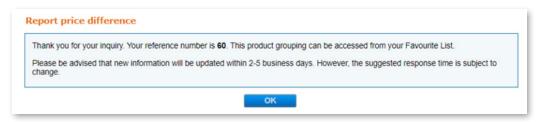
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How to report a price discrepancy

- 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.



- 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.



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





