

Number 569 • December 2015

Important information to assist with submitting manual Drug Claim Forms

Under the following circumstances, Alberta Blue Cross pharmacy providers are required to submit a Drug Claim Form when a claim cannot be processed through our direct bill claim submission:

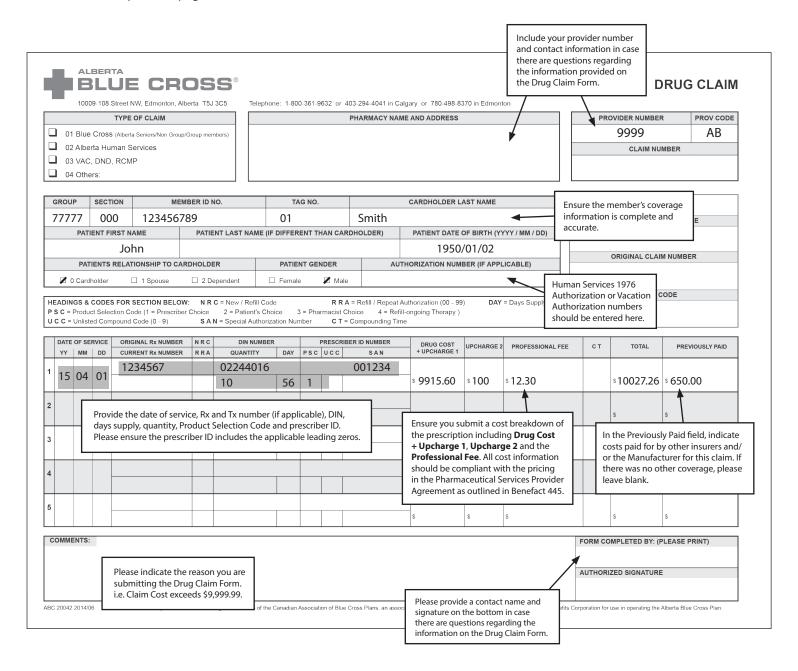
- a claim totals more than \$9,999.99 or any part of the total is over CPhA limits;
- the quantity and day supply of authorized vacation supplies for biologic drugs and contraceptives exceed plan maximums;
- Alberta Human Services clients have a 1976 Drug Authorization for approved Special Authorization drugs;
- an authorized Alberta Blue Cross employee, such as a Contact Center representative or manager, indicates it is required.

To ensure efficient processing, please refer to the following claiming tips:

- Each Drug Claim Form includes a carbon copy for your records, which can be used to track claims.
- Submitting a photocopied form may delay in claim payment. If you require additional forms, please contact our Provider Relations contact center at 1-800-361-9632.
- The Drug Claim Form is for pharmacy providers only. Should a patient require a form for reimbursement, please have them contact Customer Services or visit our website for more information.
- For tips on how to properly complete a Drug Claim Form, please see the following page.

Submitting a Drug Claim Form will allow eligible claims to be adjudicated according to the member's plan design. When a Drug Claim Form is submitted, payment will be made according to the Alberta Blue Cross bi-weekly payment schedule, and a reconciliation statement will be mailed. For information about the payment schedule, please reference the applicable Benefact on the pharmacy provider section of our web site located at https://www.ab.bluecross.ca/providers/providers-home.php.

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For questions or concerns regarding the Drug Claim Form, please contact our Provider Relations contact centre toll free at 1-800-361-9632.

When you have questions:

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)

