

# Pharmacy Benefact

A BULLETIN FOR PHARMACY SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

Number 610 • May 2016

## Reminder: emergency drug coverage for evacuated Fort McMurray, Alberta residents

Due to the fire in Fort McMurray, Alberta, many residents will be seeking temporary pharmacy services from pharmacies across Alberta. Alberta Blue Cross understands that a variety of situations may arise when plan members are unable to provide pharmacy providers with their ID card information. In such instances, we are available to assist pharmacy providers with confirmation of plan member and benefit eligibility. Please contact your Alberta Blue Cross Pharmacy Representatives for assistance at the following numbers:

780-498-8370 (Edmonton and area)

403-294-4041 (Calgary and area)

1-800-361-9632 (toll free)

Alberta Blue Cross Pharmacy Services Provider Relations contact centre representatives are available to assist you Monday to Friday from 8 a.m. to 8 p.m. MT and weekends and statutory holidays from 9 a.m. to 5 p.m. MT. Alberta Blue Cross is here to support you and your customers during this difficult time and will make every effort to ensure uninterrupted access to eligible drug benefits for all Alberta Blue Cross plan members. While standard claim adjudication edits continue to be applied, Alberta Blue Cross will allow Early Refills if the member was impacted by the evacuation. **Please contact the Alberta Blue Cross Pharmacy Representative to obtain the Early Refill authorization.**

For information pertaining to Standards of Practice for prescribing in an emergency, please refer to the Alberta College of Pharmacists communication sent out May 3, 2016.

### 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)

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 <https://www.ab.bluecross.ca/providers/pharmacy-home.php>



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