

## Disruption of postal services

Alberta Blue Cross has options in place to make sure you receive the services and documents you need during a postal strike. Detailed information on these options can be viewed at <https://www.ab.bluecross.ca/news/postal-strike.php>.

If a strike or lockout occurs and you need to receive your National Programs, Pride RT, APS or Human Services payment summaries and/or cheques or Alberta Blue Cross Manual Drug Claim forms, we have the options available as indicated below. Electronic funds transfers will not be impacted by the strike. They will continue to occur as indicated on the 2016 payment schedule on the next page.

- You can make arrangements to pick up your cheques or documents at any one of our offices: Edmonton, Calgary, Red Deer, Grande Prairie, Lethbridge or Medicine Hat.
- You can arrange a courier of your choice to pick up your cheques or documents from our Edmonton office at your own expense. Couriers will be required to present the waybill to Alberta Blue Cross when picking up packages.

You will be required to contact our Alberta Blue Cross Pharmacy Provider Relations Contact Centre to make arrangements for your documents or cheques to be picked up. We require that you provide us with advance notice of your intent to pick up documents to ensure we have time to prepare your packages for pickup.

- Documents to be picked up at our Edmonton head office require a minimum of one business day notice in advance of the date you will be picking up your package.
- Documents to be picked up at our branch offices in Calgary, Red Deer, Grande Prairie, Lethbridge or Medicine Hat will require you to notify us at least two business days in advance of the date you wish to pick up your package.

All cheques and documents not picked up during a strike will be released two business days after the strike has ended.

Cheques and Payment Summaries will be available for pickup one week following the cut-off date indicated in the 2016 payment schedule on the next page.

## 2016 payment schedule

Cut-off*	Electronic funds transfer provider deposit date**	Cut-off*	Electronic funds transfer provider deposit date**
January 4, 2016	January 14, 2016	July 18, 2016	July 28, 2016
January 18, 2016	January 28, 2016	August 1, 2016	August 11, 2016
February 1, 2016	February 11, 2016	August 15, 2016	August 25, 2016
February 15, 2016	February 25, 2016	August 28, 2016	September 8, 2016
February 26, 2016	March 10, 2016	September 12, 2016	September 22, 2016
March 14, 2016	March 24, 2016	September 26, 2016	October 6, 2016
March 28, 2016	April 7, 2016	October 10, 2016	October 20, 2016
April 11, 2016	April 21, 2016	October 24, 2016	November 3, 2016
April 25, 2016	May 5, 2016	November 7, 2016	November 17, 2016
May 9, 2016	May 19, 2016	November 21, 2016	December 1, 2016
May 23, 2016	June 2, 2016	December 5, 2016	December 15, 2016
June 6, 2016	June 16, 2016	December 16, 2016	December 29, 2016
June 20, 2016	June 30, 2016	January 2, 2017	January 12, 2017
July 4, 2016	July 14, 2016		

\* Cut-off times for submission of claims via Claimstream is 11:59 p.m. on the date listed. The cut-off date applies to adjudicated claims.

\*\* Date providers receive deposit of funds into their accounts after midnight (12 a.m.).

### 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 Benefits 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>

