

# Pharmacy Benefact

A BULLETIN FOR PHARMACY SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

Number 741 • May 2018

## Direct bill batch claim processing: software updates for Frequent Dispensing Policy Special Services Codes

As announced Pharmacy Benefact 725, February 28, 2018, Alberta Blue Cross will be answering your questions about the changes introduced in the new Alberta Blue Cross Pharmaceutical Services Provider Agreement effective May 17, 2018. This fifth update is intended to provide clarity about the use of Special Services Codes (SSC) for direct bill batch claim prescriptions between May 17, 2018 and August 17, 2018. Update #1 addressed the Holdback policy, Update #2 addressed the Compensation Plan for Pharmacy Services and Updates #3 and #4 addressed the Frequent Dispensing Policy (FDP). These Benefacts can be viewed online at [www.ab.bluecross.ca/providers/pharmacy-home.php](http://www.ab.bluecross.ca/providers/pharmacy-home.php).

Direct bill batch claiming is defined as claims submitted as a grouping rather than an individual direct bill claim submission.

To allow pharmacy software vendors sufficient time to make the necessary software updates for the FDP, prescription claims submitted as part of a direct bill batch claim process will have a three-month grace period for the inclusion of the SSC on claims submitted as part of a batch claims process. The requirement to submit the SSC with each claim, **when submitting direct bill batch claims only**, will be granted this reprieve until August 17, 2018.

To be clear, the three-month grace period means that SSC for direct bill batch claim prescriptions falling under the FDP will not need to be entered until August 17, 2018. Pharmacies need to ensure that all other rules and requirements (eligibility, documentation, etc.) of the FDP policy are followed, as these will apply as of May 17, 2018.

For individually submitted claims, the requirement to submit the SSC with each claim along with the need to ensure that all other rules and requirements (eligibility, documentation, etc.) of the FDP policy are followed by all pharmacies will be a requirement effective May 17, 2018. The three-month grace period described above only applies to claims submitted as part of a direct bill batch claim process.

**Similar information was recently communicated to pharmacy software vendors regarding the submission of SSC for claims submitted via direct bill batch claim processes.**

### 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 [ab.bluecross.ca/providers/pharmacy-home.php](http://ab.bluecross.ca/providers/pharmacy-home.php)



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