

Alberta Blue Cross Pharmaceutical Services Provider Agreement Compliance Verification Review process

At Alberta Blue Cross, we are committed to safeguarding the value and sustainability of the benefit plans and programs we are entrusted to administer. To ensure plan sponsor payment of eligible claims is done appropriately, we employ strategies to protect the integrity of our customers' benefit plans.

Our claims assurance services department consists of accredited auditing professionals, as well as consultant pharmacists, with experience in pharmacy practice. We utilize a rigorous integrated approach by employing end-to-end mitigation strategies to detect, prevent, and combat plan abuse.

Our Compliance Verification Review process begins with advanced analytics on every pharmacy that has an Alberta Blue Cross Pharmaceutical Services Provider Agreement. We continually evaluate claims received, identifying patterns and inconsistencies in claiming behaviours. Through data mining and predictive modelling, we investigate irregular or suspicious trends and behaviors. All reviews are based on our findings from advanced analytics. At the same time, we maintain a confidential hotline and reporting service to receive tips from providers, plan members and other stakeholders. While we do not report on outcomes of investigations to those who provide tips, we do investigate all tips received.

Informed by unusual or suspicious trends, a Compliance Verification Review may involve a variety of methods including:

- on-site claims visits,
- desk reviews,
- compliance verification and
- targeted confirmations.

The specific methods used for a review are selected based upon the trends identified. In instances where our Compliance Verification Reviews uncover potential plan abuse, unethical or illegal activity, the findings are reported to the respective professional body and law enforcement officials. Alberta Blue Cross may also terminate agreements or pursue civil action as warranted related to the outcome of review findings.

In incidences where financial recoveries are made, any monies collected are returned directly back to plan sponsors in fulfillment of our obligation to ensure the sustainability of their benefit plans.

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How you can help

If you suspect any suspicious or inappropriate claiming activity from plan members or providers please report it immediately by calling 1-866-441-8477 or through Alberta Blue Cross's website at **albertabluecross.confidenceline.net**

All information will be kept strictly confidential. Suspicious activity may also be reported anonymously to Claims Assurance Services Alberta Blue Cross, 10009-108 Street NW Edmonton, AB T5J 3C5

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



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