

Pharmacy Benefact

A BULLETIN FOR PHARMACY SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

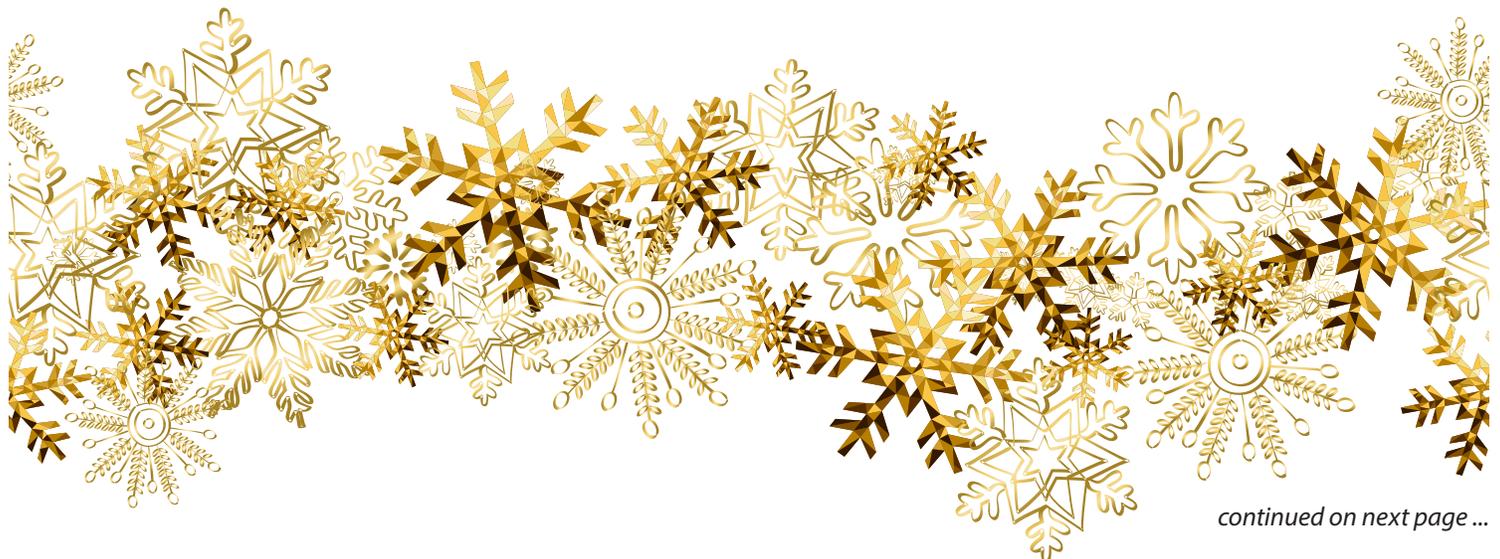
Number 774 • December 2018

2018/2019 holiday hours schedule

Alberta Blue Cross Pharmacy Services Provider Relations representatives will be available the following hours during the 2018/2019 holiday season to provide assistance with your claiming inquiries:

Date	Alberta Blue Cross hours
Monday, December 24	8 a.m. to 3 p.m.
Tuesday, December 25	Closed
Wednesday, December 26	Closed
Thursday, December 27	8 a.m. to 8 p.m. (regular hours)
Friday, December 28	8 a.m. to 8 p.m. (regular hours)
Saturday, December 29	9 a.m. to 5 p.m. (regular hours)
Sunday, December 30	9 a.m. to 5 p.m. (regular hours)
Monday, December 31	8 a.m. to 3 p.m.
Tuesday, January 1	Closed
Wednesday, January 2	8 a.m. to 8 p.m. (regular hours)

The Pharmacy Services Department at Alberta Blue Cross wishes you peace, joy and prosperity throughout the coming year. Thank you for your continued support and partnership. We look forward to working with you in 2019!



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2019 payment schedule

For your reference, below is the 2019 payment schedule dates for the following programs:

Alberta Blue Cross programs			
• Alberta Human Services	• Government-sponsored	• Group	• Individual

Cut-off*	Electronic funds transfer provider deposit date**
December 28, 2018	January 10, 2019
January 14, 2019	January 24, 2019
January 28, 2019	February 7, 2019
February 11, 2019	February 21, 2019
February 25, 2019	March 7, 2019
March 11, 2019	March 21, 2019
March 25, 2019	April 4, 2019
April 8, 2019	April 18, 2019
April 22, 2019	May 2, 2019
May 6, 2019	May 16, 2019
May 20, 2019	May 30, 2019
June 3, 2019	June 13, 2019
June 17, 2019	June 27, 2019
July 1, 2019	July 11, 2019

Cut-off*	Electronic funds transfer provider deposit date**
July 15, 2019	July 25, 2019
July 27, 2019	August 8, 2019
August 12, 2019	August 22, 2019
August 26, 2019	September 5, 2019
September 9, 2019	September 19, 2019
September 23, 2019	October 3, 2019
October 7, 2019	October 17, 2019
October 21, 2019	October 31, 2019
November 4, 2019	November 14, 2019
November 18, 2019	November 28, 2019
December 2, 2019	December 12, 2019
December 16, 2019	December 26, 2019
December 27, 2019	January 9, 2020

*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.).

If you have benefit or claim inquiries:

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)

If you have questions about the Pharmacy Provider website:

Contact us Monday to Friday from 8:00 am to 4:30 pm (MT) at **1-866-969-2859** (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 www.ab.bluecross.ca/providers/pharmacy-home.php



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