

Pharmacy Benefact

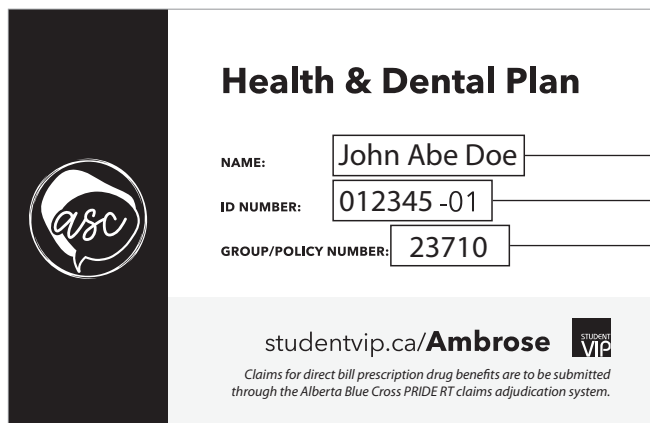
A BULLETIN FOR PHARMACY SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

Number 811 • August 2019

Alberta Blue Cross to administer prescription drug benefits for Ambrose/StudentVIP—Group 23710

We are pleased to announce effective September 1, 2019, Alberta Blue Cross will administer prescription drug benefits for Ambrose/StudentVIP.

All members eligible for direct bill coverage of their prescription drug benefits have received an Ambrose/StudentVIP ID card as displayed below. Submitting pharmacy claims electronically through the Alberta Blue Cross PRIDE RT claims adjudication system for eligible members is quick, easy and secure—all you need is the member's ID card. Our real-time adjudication system will confirm the amount the benefit plan pays and any portion your customer is required to pay.



The image shows a sample of an Ambrose/StudentVIP ID card. On the left is a black vertical bar with the ABC logo. The main area is white with the title "Health & Dental Plan". It lists the member's name as "John Abe Doe", ID number as "012345 -01", and group/policy number as "23710". At the bottom, it says "studentvip.ca/Ambrose" and "STUDENT VIP". A note at the bottom states: "Claims for direct bill prescription drug benefits are to be submitted through the Alberta Blue Cross PRIDE RT claims adjudication system."

Cardholder (member/subscriber) last name

Must be indicated on all claim transmissions along with the patient first and last name

Identification number

Enter as a 10-digit number (fill with leading zeros if necessary) followed by the two digit patient code

Group number

Enter as a seven-digit number (fill with leading zeros if necessary)



The image shows the back of an Alberta Blue Cross information card. It features the Alberta Blue Cross logo and provides contact information for claims and benefit inquiries: "Contact Alberta Blue Cross at 1-800-661-6995 or visit ab.bluecross.ca." There is a section for "INFORMATION FOR PROVIDERS" with the text: "For provider support with direct billing claims, please call 1-877-272-7778. Pharmacists, add leading zeros to group/policy number and use carrier code 11. Dental providers, use carrier code 00090." It also includes "WORLDWIDE TRAVEL ASSISTANCE" with phone numbers for Canada and U.S.A. (1-800-563-4444) and elsewhere (506-854-2222). At the bottom, there is a consent statement and the ABC logo.

Tips for claiming and assistance with claims submission.

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TIPS FOR ONLINE CLAIM ENTRY AND SUCCESSFUL CLAIMS ADJUDICATION

Carrier Code 11 (Alberta Blue Cross): is to be used when submitting claims for Ambrose/StudentVIP to Alberta Blue Cross.

Group number: enter as a seven-digit number (fill with leading zeros if necessary) followed by section (up to three characters, no zero filling).*

* For Ambrose College no section is required.

Identification number: (example 1234567-33) "1234567" enter as a 10-digit number (fill with leading zeros if necessary) followed by the two digit patient code. If your software does not utilize a separate field for the patient code, the identification number should be directly followed by a / or – symbol, then the two-digit patient code.

Cardholder (member/subscriber) last name: must be indicated on all claim transmissions along with the patient first and last name.

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 ab.bluecross.ca/providers/pharmacy-home.php**



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