

# Pharmacy Benefact

A BULLETIN FOR PHARMACY SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

Number 817 • November 2019

## We're reopening our pharmacy provider survey. There is still an opportunity to share your feedback!

**Alberta Blue Cross values the partnership we have with you and your pharmacy. We are committed to providing you the best service. In order to do that, it's important to hear directly from you.**

We are conducting a confidential survey of pharmacy service providers and we encourage everyone who interacts with us to provide their feedback. We would like you to be as candid as possible. Your responses will be kept anonymous and confidential.

We would appreciate you taking approximately five minutes to complete this survey online by **November 29, 2019**. You can access the survey through this link: [www.surveymzmo.com/s3/5200418/Pharmacy-Provider-Survey-2019](http://www.surveymzmo.com/s3/5200418/Pharmacy-Provider-Survey-2019)

After completing the survey, you will have an opportunity to have your name entered into a prize draw for **one of two \$250 gift cards** (including Best Buy, Home Depot, Safeway or Esso).

We appreciate your relationship with Alberta Blue Cross. We want you to help shape the experiences/service we provide to pharmacy providers. In order to address your needs, we would appreciate your feedback. If you have any questions with the survey, please contact Tricia Blackstock by phone at 780-498-5984 or by email at [tblackst@ab.bluecross.ca](mailto:tblackst@ab.bluecross.ca). We appreciate your continued support and thank you for your time.

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## Second quarter update on the Holdback Policy

The Alberta government, the Alberta Pharmacists' Association and Alberta Blue Cross continue working collaboratively to monitor pharmacy compensation expenditures and trends.

As previously communicated in Benefact 789, for the fiscal year April 1, 2019, to March 31, 2020, the Holdback Policy was established at zero per cent and will be held at zero per cent throughout the fiscal year unless budget targets are not met.

With the completion of the second fiscal quarter (July 1, 2019 to September 30, 2019), expenditures for both Pool 1 - Dispensing and Distribution Fees and Pool 2 - Pharmacy Services Fees were within budget targets and the Holdback percentage will remain at 0% at this time.

On April 1, 2020 the Holdback will be eliminated and replaced with a jointly agreed upon mechanism to ensure pharmacy compensation growth is within government's projected budget. This will be implemented by way of an amending agreement that each individual pharmacy signs with Alberta Blue Cross. You can expect to receive a package containing the amending agreement in early December.

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### 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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