

Pharmacy Benefact

A BULLETIN FOR PHARMACY SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

Number 824 • December 2019

2019/2020 holiday hours schedule

Alberta Blue Cross Pharmacy Services Provider Relations representatives will be available the following hours during the 2019/2020 holiday season to provide assistance with your claiming inquiries:

Date	Alberta Blue Cross hours
Monday, December 23	8 a.m. to 8 p.m. (regular hours)
Tuesday, December 24	8 a.m. to 3 p.m.
Wednesday, December 25	Closed
Thursday, December 26	Closed
Friday, December 27	9 a.m. to 5 p.m.
Saturday, December 28	9 a.m. to 5 p.m. (regular hours)
Sunday, December 29	9 a.m. to 5 p.m. (regular hours)
Monday, December 30	8 a.m. to 8 p.m. (regular hours)
Tuesday, December 31	8 a.m. to 3 p.m.
Wednesday, January 1	Closed
Thursday, 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 2020!

continued on next page ...

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2020 payment schedule

For your reference, below is the 2020 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**
January 13, 2020	January 23, 2020
January 27, 2020	February 6, 2020
February 10, 2020	February 20, 2020
February 24, 2020	March 5, 2020
March 9, 2020	March 19, 2020
March 23, 2020	April 2, 2020
April 6, 2020	April 16, 2020
April 20, 2020	April 30, 2020
May 4, 2020	May 14, 2020
May 18, 2020	May 28, 2020
June 1, 2020	June 11, 2020
June 15, 2020	June 25, 2020
June 27, 2020	July 9, 2020
July 13, 2020	July 23, 2020

Cut-off*	Electronic funds transfer provider deposit date**
July 27, 2020	August 6, 2020
August 10, 2020	August 20, 2020
August 24, 2020	September 3, 2020
September 7, 2020	September 17, 2020
September 21, 2020	October 1, 2020
October 5, 2020	October 15, 2020
October 19, 2020	October 29, 2020
November 2, 2020	November 12, 2020
November 16, 2020	November 26, 2020
November 27, 2020	December 10, 2020
December 14, 2020	December 24, 2020
December 27, 2020	January 7, 2021

*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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