

# Pharmacy Benefact

A BULLETIN FOR PHARMACY SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

Number 913 • December 2020

## 2020/2021 holiday hours schedule

Alberta Blue Cross Pharmacy Services Provider Relations representatives will be available the following hours during the 2020/2021 holiday season to provide assistance with your claiming inquiries:

Date	Alberta Blue Cross hours
Wednesday, December 23	8 a.m. to 8 p.m. (regular hours)
Thursday, December 24	8 a.m. to 3 p.m.
Friday, December 25	Closed
Saturday, December 26	Closed
Sunday, December 27	9 a.m. to 5 p.m. (regular hours)
Monday, December 28	9 a.m. to 5 p.m.
Tuesday, December 29	8 a.m. to 8 p.m. (regular hours)
Wednesday, December 30	8 a.m. to 8 p.m. (regular hours)
Thursday, December 31	8 a.m. to 3 p.m.
Friday, January 1	Closed
Saturday, January 2	9 a.m. to 5 p.m. (regular hours)



The Pharmacy Services department at Alberta Blue Cross wishes you peace, joy and health throughout the coming year. Thank you for your continued support and partnership. We look forward to working with you in 2021!

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## 2021 Alberta Blue Cross payment schedule

For your reference, below are the 2021 payment schedule dates for the following Alberta Blue Cross programs:

Alberta Human Services	Government-sponsored	Group	Individual
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Cut-off*	Electronic funds transfer provider deposit date**
January 11, 2021	January 21, 2021
January 25, 2021	February 4, 2021
February 8, 2021	February 18, 2021
February 22, 2021	March 4, 2021
March 8, 2021	March 18, 2021
March 22, 2021	April 1, 2021
April 5, 2021	April 15, 2021
April 19, 2021	April 29, 2021
May 3, 2021	May 13, 2021
May 17, 2021	May 27, 2021
June 1, 2021	June 10, 2021
June 14, 2021	June 24, 2021
June 27, 2021	July 8, 2021

Cut-off*	Electronic funds transfer provider deposit date**
July 12, 2021	July 22, 2021
July 26, 2021	August 5, 2021
August 9, 2021	August 19, 2021
August 23, 2021	September 2, 2021
September 6, 2021	September 16, 2021
September 20, 2021	September 30, 2021
October 4, 2021	October 14, 2021
October 18, 2021	October 28, 2021
November 1, 2021	November 12, 2021
November 15, 2021	November 25, 2021
November 27, 2021	December 9, 2021
December 13, 2021	December 23, 2021
December 27, 2021	January 6, 2022

\*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.).

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# 2021 National payment schedule

For your reference, below are the 2021 payment schedule dates for National claims:

Cut-off*	Electronic funds transfer provider deposit date**
January 11, 2021	January 21, 2021
January 25, 2021	February 4, 2021
February 8, 2021	February 18, 2021
February 22, 2021	March 4, 2021
March 8, 2021	March 18, 2021
March 22, 2021	April 1, 2021
April 5, 2021	April 15, 2021
April 19, 2021	April 29, 2021
May 3, 2021	May 13, 2021
May 17, 2021	May 27, 2021
May 31, 2021	June 10, 2021
June 14, 2021	June 24, 2021
June 28, 2021	July 8, 2021

Cut-off*	Electronic funds transfer provider deposit date**
July 12, 2021	July 22, 2021
July 26, 2021	August 5, 2021
August 9, 2021	August 19, 2021
August 23, 2021	September 2, 2021
September 7, 2021	September 16, 2021
September 20, 2021	September 30, 2021
October 4, 2021	October 14, 2021
October 18, 2021	October 28, 2021
November 1, 2021	November 12, 2021
November 15, 2021	November 25, 2021
November 29, 2021	December 9, 2021
December 13, 2021	December 23, 2021
December 27, 2021	January 6, 2022

\*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](http://www.ab.bluecross.ca/providers/pharmacy-home.php)



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