

# Pharmacy Benefact

A BULLETIN FOR PHARMACY SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

Number 917 • December 2020

## Alberta Retired Teachers' Association (ARTA), group 19930 "A" sections, change in claim submission process effective January 1, 2021

Effective January 1, 2021, all drug claims for ARTA, group 19930, are to be submitted to Green Shield Canada. Any claims submitted to Alberta Blue Cross for ARTA as of January 1, 2021, or later will be rejected with response code **C4** – coverage terminated before service or **A1** – claim too old.

After January 1, 2021, all claims with service dates prior to January 1, 2021, will no longer be adjudicated by Alberta Blue Cross. The only exception to this is the processing of reversals.

### Claim reversals for service dates prior to January 1, 2021

Please contact Alberta Blue Cross for assistance with the *reversal* of claims submitted to Alberta Blue Cross prior to January 1, 2021. These requests must be completed prior to January 20, 2021.

All sections for ARTA group 19930 are listed in the table below.

A01	A02	A03	A04
A05	A06	A07	A08
A09	A10	A11	A12
A13	A14	A15	A16

Our Pharmacy Services Provider Relations Contact Centre representatives are available to address any inquiries you may have regarding this topic.

### 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)

