

## *Manual Drug Claim form enhancements*

Historically, our Manual Drug Claim forms consisted of duplicate copies, one for Alberta Blue Cross's records and a carbon copy retained by the pharmacy for their records.

In 2020, we changed the Manual Drug Claim form submission process from mail or courier to fax. As a result of this change, we have enhanced our Manual Drug Claim forms to be a single sheet of paper, bound as a pad containing 100 claim forms.

### **Manual Drug Claim form information**

- Each Manual Drug Claim form has a unique claim number and can only be used once for a single act of dispensing. Once you have depleted any existing stock of the duplicate copy form and if you require more Manual Drug Claim forms, please contact our Provider Relations contact centre.
- The Manual Drug Claim form includes the fax numbers for submission.
- A maximum of ten (10) Manual Drug Claim forms should be faxed at one time.
- The submission of a Manual Drug Claim form should be accompanied with a copy of the applicable receipt.
- The original Manual Drug Claim form and fax confirmation should be retained for your records.

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)

