

## Alberta Blue Cross administering prescription drug benefits for Servus Credit Union, group 23718, effective October 1, 2021

Alberta Blue Cross is excited to be administering prescription drug benefits for the employees of Servus Credit Union.

### New ID cards

Employees have been provided with new Alberta Blue Cross ID cards and will have direct bill coverage for their prescription drug benefits. Claims can be submitted electronically through the Alberta Blue Cross PRIDE RT claim adjudication system.

### Claims for prescription drug benefits

Any claims for prescription drug benefits incurred prior to October 1, 2021, must be submitted to Green Shield by September 30, 2021.

Any claims for services on or after October 1, 2021, are to be submitted to Alberta Blue Cross.

## National Day for Truth and Reconciliation—September 30, 2021

In recognition of the new National Day for Truth and Reconciliation, Alberta Blue Cross offices will be closed.

### Alberta Blue Cross Pharmacy Services Provider Relations hours of operation

On September 30, 2021, the Alberta Blue Cross Pharmacy Services Provider Relations representatives will be available from 9 a.m. to 5 p.m. to provide assistance with your direct bill drug claiming inquiries.

### Alberta Blue Cross payment (EFT transfer date) scheduled for September 30, 2021

The Alberta Blue Cross payment (EFT transfer date) for drug claims for Alberta Human Services, government-sponsored, group, individual and national plans, originally scheduled for September 30, 2021, has been rescheduled to occur on September 29, 2021.

We encourage you to use our self-serve options on the pharmacy provider website, which includes topical compound assessment, special authorization status inquiries and payment summaries. For more information about the pharmacy provider website please visit [ab.bluecross.ca/providers/pharmacy-secure-online-site.php](https://ab.bluecross.ca/providers/pharmacy-secure-online-site.php).

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](https://ab.bluecross.ca/providers/pharmacy-home.php)