

Quantity authorizations for Alberta Health—real-time authorizations for over 100-day medication supply

While travel restrictions may still be in place in some jurisdictions outside of Alberta, the approval process for quantities of prescription medications beyond 100-days' supply is available for members leaving the province for more than 100 days.

Pharmacists should continue to use professional judgment relative to availability of drugs in their pharmacy and dispense a lesser- days' supply when necessary to maintain the integrity of Alberta's supply chain.

As a reminder, you no longer need to call to receive authorization for over 100-day supply. Simply submit your direct bill claim and you will receive a rejection message if the claim cannot be submitted electronically.

Process to claim over 100-day supply



Direct bill

Submit claim for over 100-day supply

1. Member presents prescriptions for greater than 100-day supply.
2. Submit real-time claim for required medication.
3. The claim will be adjudicated and accepted if the member is eligible for a supply of greater than 100 days to a maximum of 200 days. No further action required. **Where applicable, coordination of benefits will be applied at time of claim.**
4. Claim is rejected with response code: **SD**: "Maximum days' supply allowed is X." Days' supply exceeds quantity authorized.
Action required: resubmit the claim after adjusting the quantity to "X" days as indicated in the SD response code. Claim is adjudicated and accepted according to the member's coverage. No further action required.
5. Claim is rejected with response code: **D9**: "Call Adjudicator." Authorization may be eligible but requires the pharmacy provider to contact Alberta Blue Cross for consideration of approval.



Phone

Call only in listed situations

Only in the circumstances listed below should you contact Alberta Blue Cross for authorization of an over 100-days' supply:

1. Product dispensed is a narcotic or controlled drug benefit.
2. If packaging of medications doesn't allow for the drug to be dispensed in the amount of the days' supply requested, such as didrocal kits, insulins or inhalers.
3. Claim rejected with response code **D9**: "Call Adjudicator."
4. Claim is rejected with response code: **KN**: "Day supply limit for period exceeded". The days' supply requested is greater than the approved special authorization period."
5. Claim is for a biologic or high-cost drug. Please allow two weeks for the review and approval process.

When phoning, please have the following information ready:

- pharmacy license number,
- Alberta Blue Cross ID number,
- quantity requested, and
- member's first and last name,
- Personal Health Number (PHN),
- days' supply.
- date of birth,
- DINs,

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