

# COMPLIANCE VERIFICATION BENEFACT

A BULLETIN FOR PHARMACY SERVICE PROVIDERS FROM ALBERTA BLUE CROSS®

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## Alberta Blue Cross® Pharmaceutical Services Provider Agreement compliance verification review update

At Alberta Blue Cross, we are committed to safeguarding the value and sustainability of the benefit plans and programs we are entrusted to administer. To ensure plan sponsor payment of eligible claims is done appropriately, we employ strategies to protect the integrity of our customers' benefit plans.

### Claims submission for compound prescriptions

Recent CVRs determined some pharmacy providers are claiming purchased compound prescriptions with a drug cost greater than the pharmacy's purchase price.

As an example, a pharmacy purchased a compound with an invoice price of \$387.63, however they submitted a drug cost of \$3,876.28. This resulted in the payment of an incorrect drug cost and upcharge #2.

The following provisions within the Alberta Blue Cross Pharmacy Services Provider Agreement apply to the submission of purchased compound claims.

Paragraph 2.4 (a)(x) of appendix A of the agreement states:

*"Purchased Compound Price" – means the Provider's actual price paid for a Purchased Compound as evidenced by an invoice and a receipt prepared by the Compounding and Repackaging Pharmacy and given to the Provider*

Paragraph 2.4 (a)(x) of appendix A of the agreement states:

(i) *The maximum Drug Benefits Fee chargeable by the Provider and payable by Alberta Blue Cross:*

- *for a Purchased Compound, is the aggregate of:*
  - *the Purchased Compound Price,*
  - *the Allowable Compound Upcharge #2, and*
  - *the Dispensing Fee for the Purchased Compound; and*

In addition, some pharmacy providers are receiving authorization for a compound claim which applies to a specific patient and applying the authorization to all claims for that compound.

As an example, a pharmacy received a compound authorization for a member of a government-sponsored benefit program. They applied this approval to all members of this benefit program receiving the same compound.

Pharmacies are reminded that compound authorization is specific to the member and is not applicable to all members even under the same plan, as there are factors that may differ from member to member.

Pre-adjudication compound eligibility assessment can be obtained through our pharmacy provider website or through our Provider Relations Contact Centre.

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For more information, pharmacy providers may refer to the following:

- Section 2.4 of appendix A of the Alberta Blue Cross Pharmaceutical Services Provider Agreement
- Pages 28–31 of the pharmacy reference guide for compound claim submission tips found at <https://www.ab.bluecross.ca/pdfs/82477-ab-pharmacy-reference-guide.pdf>
- Pharmacy Benefact number 1091, found at <https://www.ab.bluecross.ca/pdfs/pharmacy-benefacts/pharmacy-benefact-1091.pdf>, which provides details on the pharmacy provider website for verifying compounds in a real-time manner
- Our website at [ab.bluecross.ca/providers/pharmacy-secure-online-site.php](https://www.ab.bluecross.ca/providers/pharmacy-secure-online-site.php)

For more information on the CVR process please see Pharmacy Compliance Verification Benefact number 1A issued in July 2019, found at [https://www.ab.bluecross.ca/pdfs/pharmacy-benefacts/82320\\_benefacts\\_compliance.pdf](https://www.ab.bluecross.ca/pdfs/pharmacy-benefacts/82320_benefacts_compliance.pdf).

### How you can help

If you suspect any suspicious or inappropriate claiming activity from plan members or providers, please report it immediately by calling 1-866-441-8477 or through the Alberta Blue Cross website at <https://albertabluecross.confidenceline.com/>. All information will be kept strictly confidential. Suspicious activity may also be reported anonymously to Claims Audit and Investigation Services Alberta Blue Cross, 10009-108 Street NW, Edmonton, AB, T5J 3C5.

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://www.ab.bluecross.ca/providers/pharmacy-home.php)

