

## Workers' Compensation Board – Alberta (WCB-Alberta) direct-bill reference guide and frequently asked questions

What information is required to submit a WCB-Alberta claim-related prescription drug for direct billing to Alberta Blue Cross®?

You will need to collect the following information from the worker:

- WCB claim number (for the client ID field)
- Full name (as shown on their government-issued ID)
- Date of birth (as shown on their government-issued ID)

Additionally, you will need the following information:

- Carrier Code 11 (as the third party plan)
- Group number 0023737
- Section A
- Relationship code: should your software require you to enter a relationship code, 0 must be used as the default

The worker doesn't have an ID card—where do I find the coverage number or client ID number for claim submission?

An ID card is not required to access this service; the worker can provide you with their WCB claim number. Their claim number is located on their enrolment letter from WCB-Alberta and can also be found on the myWCB worker mobile app or at my.wcb.ab.ca. This claim number is used as the client ID number for direct billing purposes.

The worker's name has diacritics (marks above or below letters) not supported by Canadian Pharmacists Association (CPhA) standards; how should it be entered for the direct-bill claim?

Please enter their name using the equivalent letter without the diacritic in place. For example, Ò would be entered as O and Û would be entered as U.

Who is eligible for direct billing of WCB-Alberta claim-related prescription drugs?

Workers whose WCB-Alberta injury claims have been selected to be part of this new service are eligible for direct billing. All workers with eligible claims will receive a letter from WCB-Alberta notifying them of their eligibility. WCB claims not eligible for direct bill can be invoiced for payment by WCB-Alberta using Form C774 Pharmacy Prescription Invoice or submitted by the worker to WCB-Alberta for reimbursement

Will direct-bill coverage be backdated to the beginning of the worker's claim?

No; workers will receive a letter from WCB-Alberta advising of their enrolment in the direct billing service. Only prescription drug claims with a date of service on or after the date of this letter will be eligible for direct bill submission.

Do I need to reverse pharmacy drug claims for dates of service from the beginning of the worker's claim and resubmit using Alberta Blue Cross direct bill?

No; if a prescription drug claim has been submitted to WCB-Alberta or paid by a member, there is no need to resubmit to Alberta Blue Cross.

If a worker has more than one active WCB injury claim, can they use this service for prescriptions on all their WCB injury claims?

Prescription claims must be billed to the appropriate related worker claim. If a worker has more than one WCB claim, and only one is eligible for direct billing, approved prescriptions for other WCB claims not eligible for direct bill can be invoiced for payment by WCB-Alberta using Form C774 Pharmacy Prescription Invoice or submitted by the worker to WCB-Alberta for reimbursement.

Are any medications not included in this service?

Prescriptions not related to the worker's WCB-Alberta injury claim, over-the-counter medications and medical aids, such as needles, are not included in this service.

Can the worker continue using their employer-provided benefits to direct bill for worker claim-related prescriptions?

WCB-Alberta is legislated as the first payor for all claim-related prescriptions. If you have been using the worker's employer-provided benefits to direct bill prescriptions, please direct bill all future claim-related prescriptions to their WCB-Alberta worker claim using the worker's eligible claim number.

Will brand-name prescriptions be covered?

Where there is an equivalent generic medication, WCB will pay up to the cost of the generic unless the prescriber indicates that no substitutions are allowed. If the worker would like to receive the brand-name drug and this is not indicated as required by the prescriber on the prescription, the worker will be responsible for the difference in cost. The worker may submit the difference to WCB-Alberta for consideration of reimbursement of the difference.

Will prescriptions for opioids written by pharmacists be eligible under this service?

Although an exemption to subsection 56(1) of the Controlled Drugs and Substances Act (CDSA) permits pharmacists to renew, extend or transfer opioid prescriptions during the COVID-19 pandemic, WCB-Alberta will continue to only approve payment for opioids prescribed by the injured worker's physician. This is due to the requirement of regular reporting from the prescribing physician, documenting current level of function and pain, for WCB-Alberta to determine whether to approve further funding. [More information can be found in this PDF.](#)

If a worker has questions, who should they contact?

Workers should contact the WCB-Alberta Claims Contact Centre at 1-866-922-9221 for assistance with any questions around their claim, coverage, eligible prescriptions or enrolment in the Alberta Blue Cross direct-bill program.

Who should be contacted if a prescription drug claim is rejected?

If a prescription drug claim is rejected due to the medication not being covered (response code **CD - PATIENT NOT ENTITLED TO DRUG CLAIMED**), the worker will need to contact WCB-Alberta to ensure

the claim-related prescription is eligible for the direct-billing service. This may result in a delay at the pharmacy for direct billing. Alternatively, the worker can pay for the prescription and submit for reimbursement.

If a prescription drug claim is rejected for any other reason, please call the Alberta Blue Cross Provider Relations Contact Centre (PRCC) at 1-800-361-9632 for assistance.

#### What is the Provider Relations Contact Centre able to assist with?

The Provider Relations Contact Centre can assist with all inquiries related to direct-bill prescription drug claims submitted to Alberta Blue Cross, excluding why a product is not eligible for the worker.

For questions regarding prescription drug eligibility and claims submitted directly to WCB-Alberta, please contact the WCB-Alberta Claims Contact Centre at 1-866-922-9221. This would include inquiries regarding any claims submitted to WCB-Alberta prior to the direct-bill service effective date of February 27, 2023.