

The Client Directed Home Care Invoicing (CDHCI) program: important information

Alberta Blue Cross® offers online claim submission for health services providers who are registered for access to our secure website. For resources, please visit [Home Care providers | Health providers | Alberta Blue Cross®](#).

Highlights of the CDHCI program include the following:

- The CDHCI program increases the options available to clients to receive home care support services, giving them input into how their care is delivered. However, the CDHCI program does not increase the client's eligibility for hours of care beyond what is available in other streams.
- Clients, family, friends or health professionals can contact 811 to be connected to a home care office for further information regarding the CDHCI program.
- Alberta Health Services case managers will provide comprehensive client assessments and care planning to determine the support services and hours of care eligible to each client.
- Approved clients can choose their provider based on their eligible support services. The list of current providers is publicly available at ab.bluecross.ca/resources/government-programs/client-directed-home-care.php.
- The CDHCI provider agency will provide the services that have been arranged by the client and direct bill Alberta Blue Cross for reimbursement for care provided. The provider must accurately indicate the number of service hours provided to the client per service type (the field allows for up to two decimal places). Claims will be reimbursed up to the client's authorized monthly hours at the current hourly rate of \$32.95 including on weekends and statutory holidays.

Details for successful claim submission can be found in our [user guide](#). Once a claim is successfully submitted, the claim statement is viewable. Using the *Download a PDF Copy* button, you can print or save a copy of the statement.

NOTE: You must ensure a copy of each claim statement is provided to the client so they have a record of the services billed.

In addition to providing details about the claim, the statement also includes a document number in the upper right-hand corner that can be provided to our call centres if there are any questions about the claim.

- For provider inquires, call 1-800-588-1195 to speak with a contact centre representative.
- For member inquires, please direct the member to call 1-800-661-6995 to speak with a customer service representative.

For assistance with home care inquiries, please contact the Health Provider Services team at

Healthinq@ab.bluecross.ca

780-498-8083 (Edmonton and area)

1-800-588-1195

Fax: 780-498-3544

Find more information for home care providers at ab.bluecross.ca/providers.

