

Alberta Blue Cross® and Workers' Compensation Board – Alberta (WCB-Alberta) continue to expand access to direct billing of prescription drugs for worker claims

Alberta Blue Cross and WCB-Alberta continue to enroll additional workers with eligible claims for direct billing. All workers with claims eligible for direct billing will receive a letter from WCB-Alberta notifying them of their eligibility. Workers who are eligible and would like to use this service are instructed to inform their pharmacy to direct bill their claim-related prescriptions.

To access the service and have their claim-related prescriptions direct billed, workers must provide you with their **WCB-Alberta claim number**, which can be found on their enrolment letter from WCB-Alberta, in the myWCB worker mobile app or at my.wcb.ab.ca. **Group 23737 Section A should be used for all prescription drug claims submitted to Alberta Blue Cross for this service.**

Eligible prescription drug products are approved by WCB-Alberta based on the worker and nature of their injury claim. Pharmacies must confirm with the worker whether their prescription is related to their WCB injury claim. Those related to a WCB injury claim must be documented and submitted under Group 23737 as the primary payor.

Although access is expanding, we would like to remind pharmacies that **not all WCB-Alberta claims are eligible for this service**. Some workers may have multiple WCB claims open, but only some of them meet the eligibility criteria for direct billing. If a worker's claim is not eligible for direct billing through the Alberta Blue Cross PrideRT billing system, **pharmacies can still submit for remuneration from WCB-Alberta using Form C774 Pharmacy Prescription Invoice** available on the WCB-Alberta website at <https://www.wcb.ab.ca/search.html?q=c774>.

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 the WCB-Alberta Claims Contact Centre at 1-866-922-9221 to ensure their 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 to WCB-Alberta.

Questions

A pharmacy reference guide with answers to frequently asked questions is available on our website at ab.bluecross.ca/provider/type/pharmacy/resources.php. Our Pharmacy Provider Relations Contact Centre is available to assist with questions related to direct bill claims at 780-498-8370 (Edmonton and area), 403-294-4041 (Calgary and area) or 1-800-361-9632 (toll free).

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

