

Alberta Blue Cross administering prescription drug benefits for Operating Engineers Local 955 Health & Wellness Trust (OE955)-group 23728, effective January 1, 2025

Alberta Blue Cross is excited to be administering prescription drug benefits for the members of OE955 who reside across Canada.

New identification cards

Members have been provided new Alberta Blue Cross ID cards bearing OE955 group number 23728 and will have direct-bill coverage for their prescription drug benefits.

Claims for prescription drug benefits

Submitting eligible pharmacy claims for Alberta Blue Cross plan members is quick, easy, and secure—all you need is the member's Alberta Blue Cross ID card. Our real-time adjudication system will confirm the amount the benefit plan pays and any portion your customer is required to pay.

Any claims for prescription drug benefits incurred prior to December 31, 2024, should be submitted to the members' prior benefit carrier. Any claims for services on or after December 31, 2024, are to be submitted to Alberta Blue Cross.

Tips for online claim entry and successful claims adjudication

- **Carrier code 11 (Alberta Blue Cross):** this code is to be used when submitting claims for your customers with Alberta Blue Cross employer-sponsored direct-bill drug coverage.
- **Group number:** enter as a seven-digit number (fill with leading zeros if necessary) followed by the section (up to three characters, no zero filling). If your software does not utilize a separate field for the section, the group and section are to be entered as one string.
- **Identification number:** using the example 1234567-33, enter 1234567 as a 10-digit number (fill with leading zeros if necessary) followed by the two-digit patient code. If your software does not utilize a separate field for the patient code, the identification number should be directly followed by a forward slash (/) or dash (-) symbol, then the two-digit patient code.
- **Cardholder (member or subscriber) last name:** the cardholder's last name must be indicated on all claim transmissions, along with the patient's first and last names.
- The Alberta Blue Cross Reference guides located at <https://www.ab.bluecross.ca/provider/type/pharmacy/registration-update.php>, have additional resources to assist with claiming.
- Please call the Alberta Blue Cross Provider Relations Contact Centre at 1-800-361-9632 if you require assistance or have questions regarding an Alberta Blue Cross member's claim.

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PHARMACY BENEFACT

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The diagram shows a pharmacy benefact card with the following fields and callouts:

- Cardholder (member/subscriber) last name:** Must be indicated on all claim transmissions along with the patient first and last name. (Callout points to "John Abe Doe" in the MEMBER field).
- Group number:** Enter the group as a seven-digit number (fill with leading zeros if necessary) followed by section (up to three characters, no zero filling). (Callout points to "123" in the GROUP POLICY NUMBER field).
- Identification number:** Enter as a 10-digit number (fill with leading zeros if necessary) followed by the two digit patient code. (Callout points to "123456-01" in the ID NUMBER field).

ID NUMBER	NAME
123456-01	John Abe Doe
123456-02	Jane Barbara Doe
123456-03	Sam Charles Doe
123456-04	Mary Ellen Doe
123456-05	Stephen David Doe
123456-06	Roxanne Ellen Doe
123456-07	Joe Franklin Doe
123456-08	Sally Heather Doe

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

