

Tips for successful online claim entry with Alberta Blue Cross

Through Alberta Blue Cross's real-time claim adjudication network, you will immediately know of any portion your Alberta Blue Cross member is required to pay or any prescription that may be ineligible under their drug benefit plan.

Alberta Blue Cross issues an ID card to every adult covered by an Alberta Blue Cross plan. These cards are sent electronically, and members can access them on their phones, and add them to their digital wallets. Their ID card, whether electronic or a physical copy, will have the information below, which is required to successfully submit prescription claims.

- **Name:** The name of the cardholder of the Alberta Blue Cross plan. **The last name of the cardholder must be indicated on all claim transmissions.** If your patient is not the cardholder, this may be a different last name, and in these cases most pharmacy software will have a separate field to place the cardholder/member/subscriber's last name.
- **ID Number:** Identification (ID) numbers should be entered as a 10-digit number (fill with leading zeros if necessary). For example, 1234567-33 would have an ID number of "0001234567", followed by "33" the two-digit patient code. If your software does not utilize a separate field for the patient code, the ID number should be directly followed by a / or – symbol, then the two-digit patient code.
- **Group:** Group numbers must be entered as a seven-digit number (fill with leading zeros if necessary). For example. Group 123 would be entered as 0000123.
- **Section:** The section will be up to three alpha number characters, with 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.
- **Group Name:** The name of the benefit holder, this information is not required for drug claim submission.
- **Dependents:** additional individuals covered under the policy of the cardholder are listed with their ID numbers and patient code, as well as first and last name. Please ensure you are using the correct ID number and patient code for your patient.

You must indicate one of the following carrier codes for each claim:

- **CARRIER CODE 12:** To be used for all Alberta Community Social Services claims.
- **CARRIER CODE 16:** To be used for Compensation Plan for Pharmacy Services and Alberta Public Health Activities Programs claims.
- **CARRIER CODE 11:** To be used when submitting for all other direct bill drug claims.

In addition, you must submit the following:

- The correct **BIRTH DATE** of the individual the claim is being submitted for.
- The **RELATIONSHIP CODE** for the individual the claim is being submitted for. For example, the cardholder, spouse or dependent.

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PHARMACY BENEFACT

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Additional information regarding claiming, including response code descriptions, and tips, can be found in our Reference Guide for Alberta Pharmacies at www.ab.bluecross.ca/pdfs/82477-ab-pharmacy-reference-guide.pdf. If you require additional assistance, please reach out to our Pharmacy provider relations contact centre.

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

