

## Alberta Blue Cross administering prescription drug benefits for Propak Systems Ltd.-group 84413, effective February 1, 2025

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

### New identification cards

Members have been provided new Alberta Blue Cross ID cards bearing Propak Systems Ltd group number 84413 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 January 31, 2025, should be submitted to the members' prior benefit carrier. Any claims for services on or after January 31, 2025, 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.

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## PHARMACY BENEFACT

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- 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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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](https://www.ab.bluecross.ca/providers/pharmacy-home.php)

