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Manual Drug Claim forms—enhancement of submission process

Historically, Manual Drug Claim forms have been sent to us via mail or courier, with pharmacy providers retaining a carbon copy for their records.

Effective immediately, pharmacy providers must now fax Manual Drug Claim forms to us.

We are enhancing our submission process during the COVID-19 pandemic to provide you with a reliable submission method and to reduce the length of time between dispensing and payment. Please note, however, that as part of Alberta Blue Cross's commitment to providing superior service to our clients, this change in submission process will be permanent.

As a reminder, under the following circumstances, Alberta Blue Cross pharmacy providers are required to submit a Manual Drug Claim form to us rather than submit the claim through direct bill:

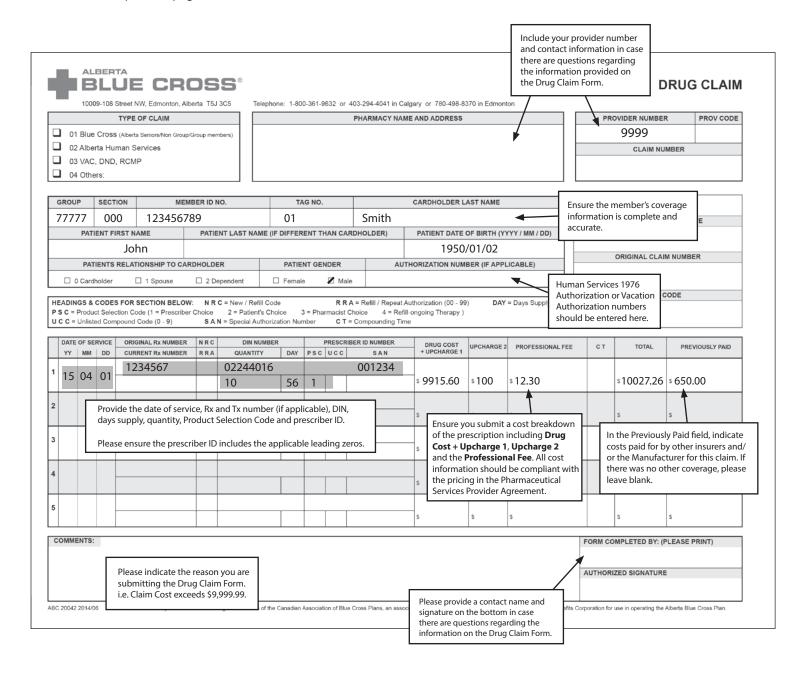
- a claim totals more than \$9,999.99 or any part of the total is over CPhA claim standard limits;
- Alberta Human Services clients with no active coverage have a 1976 Drug Authorization for approved Special Authorization drugs;
- an authorized Alberta Blue Cross employee, such as a Contact Center representative or manager, indicates it is required.

Fax numbers for submitting Manual Drug Claim forms

- · 780-401-7038 (Edmonton and area)
- 1-888-401-7038 (toll free)

Manual Drug Claim form information

- A maximum of ten (10) Manual Drug Claim forms should be faxed at one time.
- The submission of a Manual Drug Claim form should be accompanied with a copy of the applicable receipt.
- A copy of each Manual Drug Claim form submitted should be retained for your records.
- The Manual Drug Claim form is for pharmacy provider use only. Should members need to submit for reimbursement, they are encouraged to visit our website at https://www.ab.bluecross.ca/plan-members/ip-submitting-your-claims.php or download our Alberta Blue Cross My Benefits app to submit claims quickly and easily.
- Each Manual Drug Claim form has a unique claim number and can only be used once for a single act of dispensing. If you require Manual Drug Claim forms, please contact our Provider Relations Contact Centre at 1-800-361-9632.
- For tips on how to properly complete a Manual Drug Claim form to ensure efficient processing, please see the following page.



When you have questions:

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





