

# Pharmacy Benefact

A BULLETIN FOR PHARMACY SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

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## Nutritional products—list of Product Identification Numbers (PINs)

An enhanced list of Product Identification Numbers (PINs) for nutritional products is now available on the Pharmacy Providers Resources page at <https://www.ab.bluecross.ca/providers/pharmacy-resources.php>.

This document contains product descriptions, package size information and UPC listing. This will assist pharmacies in determining the correct PIN to use based on the UPC indicated on the product.

### Process for using the list

This list is to be used to determine the appropriate PIN for claims submission.

Steps to use this list

1. Locate the UPC on the product to be dispensed.
2. Search the list using Ctrl+F or browse by product name.
3. If the UPC is on the list, use the PIN indicated to submit a claim to determine eligibility for the member.
4. If the UPC is not on the list, then the product is not eligible for coverage and no claim should be submitted for payment.

### Claim submissions

Claim adjudication relies on accurate claim details to determine coverage. The pharmacy must use the appropriate PIN and correct quantities depending on its unit of issue for all claims. Unit of issue and package size information are included on the list. A minimum quantity edit based on the smallest available package size will be applied to these products as of **February 1, 2021**. Claims submitted with an incorrect minimum quantity will result in a rejection. The rejection code will follow the existing CPhA code of **DQ – quantity is less than minimum per claim**.

### Documentation requirements

It is important that the PIN submitted on the claim corresponds to the product dispensed to the member. Pharmacies must retain all documentation to support claims to Alberta Blue Cross. This includes all invoices and other documentation regarding the drug product purchases. For clarity, the claimed quantity for any dispensed drug product, including nutritional products, must correlate to the quantity of product purchased by the pharmacy.

All claims submitted to Alberta Blue Cross for payment are subject to Compliance Verification Reviews and Alberta Blue Cross retains the right to recover payments when appropriate.

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

