

the optical Benefact



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A BULLETIN FOR HEALTH SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

Optical Assistance for Seniors Program benefits update

Eligibility for the Optical Assistance for Seniors Program is based on income and is reviewed each July by Alberta Seniors and Community Supports (ASCS). Seniors with incomes that fall within the program threshold may have coverage for eligible services provided under the program.

Effective July 1, 2010, there may be changes to the coverage levels of your patients who are covered by the program. Your office can confirm eligibility and coverage levels for your patients by using the Alberta Blue Cross electronic claim system.

It is important to note that payment will be based on eligibility and the coverage levels in effect on the date the services are provided. If coverage has changed since a predetermination was completed, payment will be made according to current coverage levels and not based on the prior predetermination.

How to cancel or change a claim submitted electronically

If you would like to change information on a submitted claim due to the following:

- incorrect patient,
- incorrect amount,
- incorrect product code or
- product return,

Please e-mail opticalinq@ab.bluecross.ca with the patient name and claim details. You will be notified when the submitted claim has been cancelled.

When you have questions or comments

For assistance with optical claim inquiries, please contact Alberta Blue Cross at:

780-498-8083 (Edmonton and area)

1-800-588-1195 (toll free)

Support is available from 8:30 a.m. to 5 p.m.
Monday to Friday.



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