

Health Services provider user guide



online claims submission

... convenient service, delivered through an easy-to-use secure web site

http://provider.ab.bluecross.ca/health



October 2016





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online claims submission

Alberta Blue Cross is pleased to offer online claims submission for health services providers. This convenient service is delivered through an easy-to-use secure web site and is available at no cost to health providers across Alberta.

Online submission provides the convenience of direct billing for eligible services for your customers with coverage through Alberta Blue Cross group plans, individual plans and those with coverage through ASEBP. You are assured of prompt payment directly from Alberta Blue Cross, while retaining existing customers and gaining a competitive advantage over providers who may choose not to submit claims online.

When submitting claims online, this service will predetermine the patient's coverage and confirm

- the amount Alberta Blue Cross will pay to your office, and
- the amount you will need to collect from the patient.

Getting started online

Please refer to the information in the emails Alberta Blue Cross sends you when your initial registration is approved. These emails will contain your login ID and temporary password. Navigate to the Online Health Provider web site at http://provider.ab.bluecross.ca/health and enter the login ID and password in the applicable fields.

You will be asked to agree to the Web Site Policy and Online Billing Agreement, set up your two "reminder questions" and change your temporary password. This information will be used to verify your identity if you forget your password or require information about your account. Subsequent sign-ins will only require your login ID and password.

Registering for site access

To register for online claims submission, you must complete the Request for Secure Web Site Access web form and the Application for Direct Deposit of Funds form. Details about completing these forms can be accessed through our public web site at www.ab.bluecross.ca.

Please mail or fax your completed forms to

Health Provider Services, Alberta Blue Cross 10009 108 Street, Edmonton, AB T5J 3C5 Fax: 780-498-3544

The Health Provider Services team at Alberta Blue Cross will create your web site access based on your completed registration form. To protect your security, a login ID and temporary password will be sent in two separate emails to the email address provided on your registration form. Once you have received both of these emails, you can begin serving your customers through online claims submission.

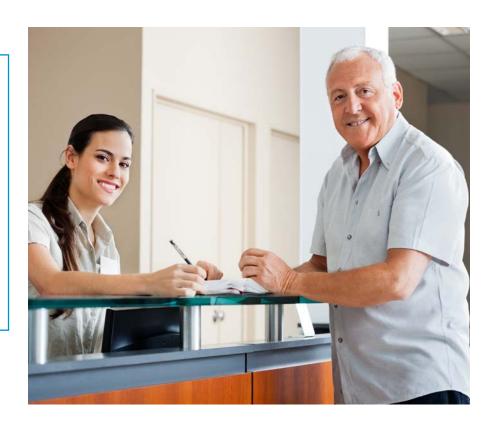


Claiming online is quick, easy and secure!

Claiming online is quick, easy and secure! After validating a patient's identity and predetermining results as confirmed by the patient, you simply submit the claim for processing. Within seconds of submission, results are displayed. The patient will be required to pay only the portion not covered under their benefit plan. The transaction is then complete.



If you have questions about a screen, click on the blue button with a question mark. The help button has answers to questions that are frequently asked about the section.

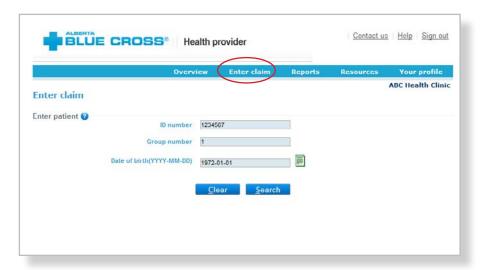


Easy steps to submit and process a claim

Steps for online submission

1 Enter the patient's information:
Navigate to the "Enter claim" menu option and enter the patient's ID number and group number exactly as they appear on their Alberta Blue Cross or ASEBP ID card, then ask the patient for his or her date of birth, enter the date and click the "Search" button.

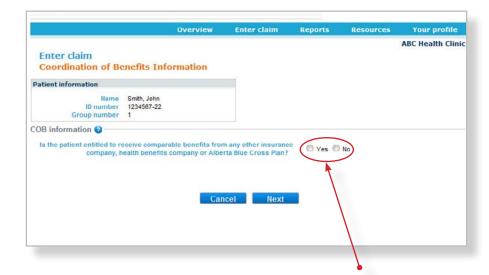
Note: Any dates, such as service or birth dates, can be entered either with or without a slash between numbers. The system will accept both formats. This applies to all screens.



Verify whether patient has
Coordination of Benefits: Confirm if
the patient has other active coverage
and if payment has been made by
another benefit carrier or provincial
plan.

If "No": continue to next page.

If "Yes": continue to page 9.



If "Yes", and the patient has active coverage with another benefit carrier, continue to the COB section on page 9.

Provider type:

If your clinic is registered with multiple provider types and has single sign on, please select the provider type for this report from the drop-down menu.

If your clinic is registered as an individual provider type, the "Provider of service" field will be populated automatically.



Enter details: Select a service and enter the total cost. Using the dropdown menu, select the practitioner who performed the service. If you have not previously added the practitioner details, you will need to add them into the system.



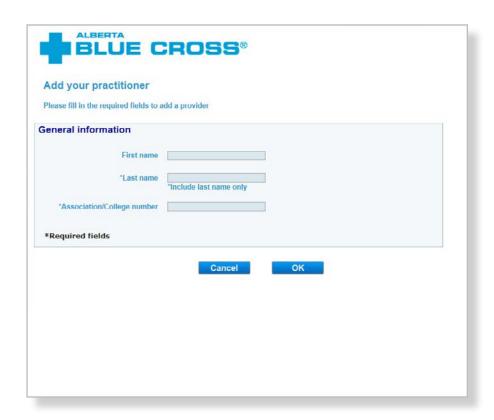
Note

There may be some circumstances when a claim cannot be processed electronically.

You will receive a notification on this screen and these claims will have to be submitted manually by the patient to Alberta Blue Cross.

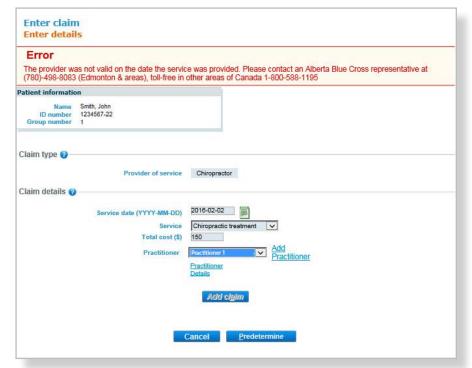
4a

Enter details: To add a practitioner to the system, click "Add Practitioner". A new window will populate, asking for practitioner information. Enter the details as required, and click "OK". The system will validate the practitioner in real-time.



Note

If you add a practitioner who isn't eligible to perform a service on the given date, the error message "Practitioner is not eligible on the date of service" will appear. At this point you will be unable to proceed entering claim details.



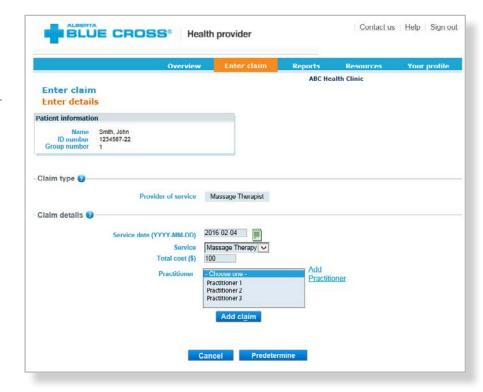
Note

If you add a practitioner who is not registered in our system, the error message "Unable to locate practitioner" will appear. At this point you will be unable to proceed entering claim details.

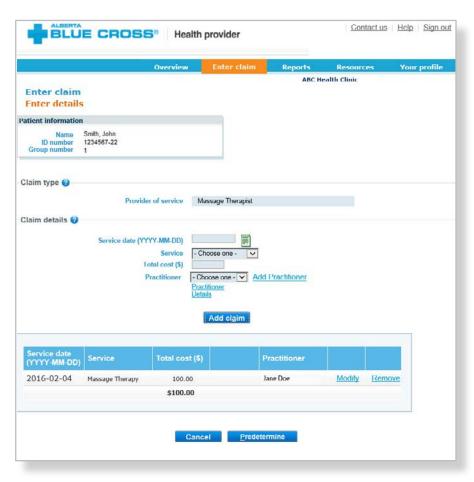
If you receive either of these messages, please contact us at 780-498-8083 (Edmonton and area) or toll free at 1-800-588-1195 (other areas of Canada).



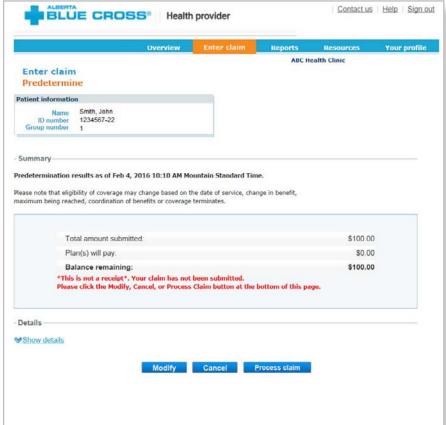
Enter details: Once the added practitioner is validated, you will be taken back to the "Enter details" screen. The added provider will now be selectable using the drop-down menu. Enter the claim details as required and click "Add claim". If you have more claims to enter, continue entering them and verify details as they appear in the claim details table. Once complete, click "Predetermine".





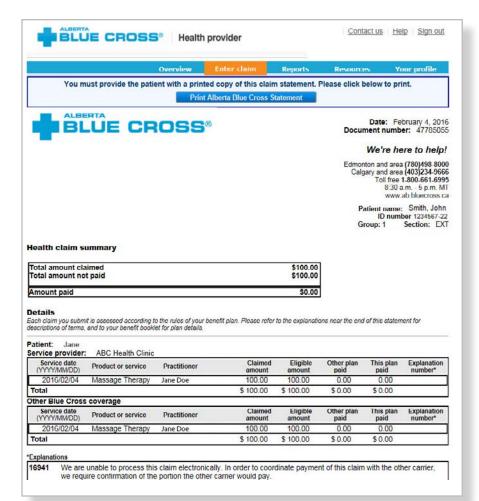


Predetermine: This is a simple inquiry into the patient's benefit plan(s) to determine the coverage available. You can click "Modify" to go back to step 2, "Cancel" to exit without saving or "Process claim" to submit the claim online to Alberta Blue Cross for immediate processing.



Process claim: You will receive a confirmation from Alberta Blue Cross within seconds of your submission.

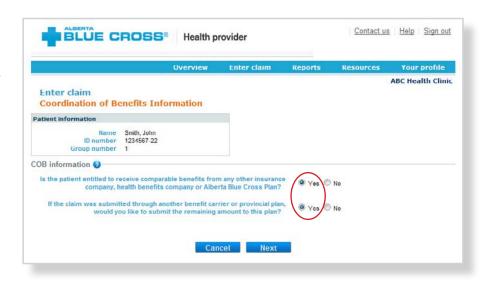
A printable copy of the patient's Claim Statement is displayed. You must provide the patient with a printed copy of the Claim Statement.



Steps for online submission with

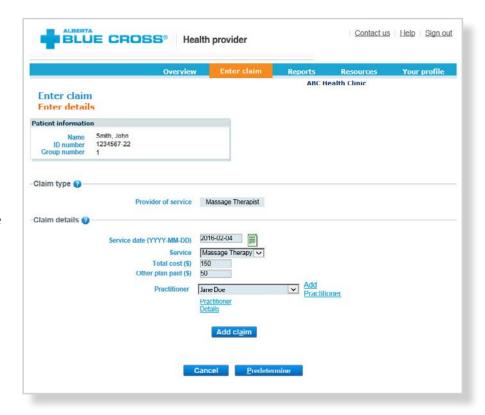
Coordination of Benefits between Alberta Blue Cross and another benefit carrier

Patient has Coordination of Benefits: Click "Yes" if a portion of this claim has already been paid by another benefit carrier and if you would like to submit the remaining amount to this plan.



Enter the amount paid: Enter the amount paid by the other benefit carrier for each claim line. If payments have been made by two or more other benefit carriers, combine the amount paid and enter one total for each claim line.

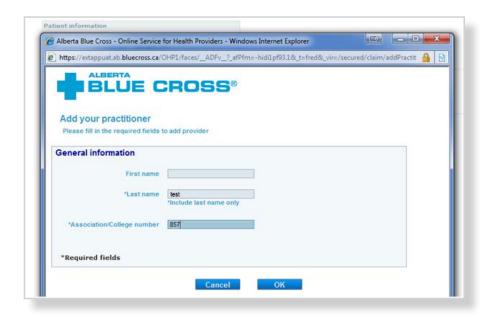
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Steps for online submission with

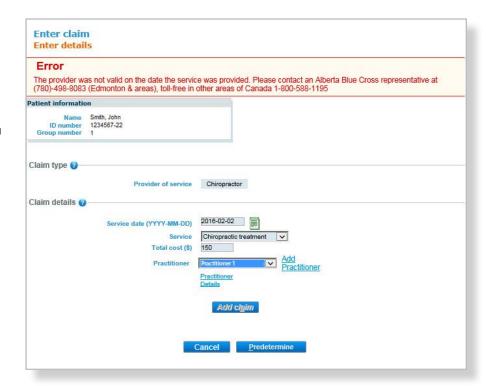
Coordination of Benefits between Alberta Blue Cross and another benefit carrier

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Note

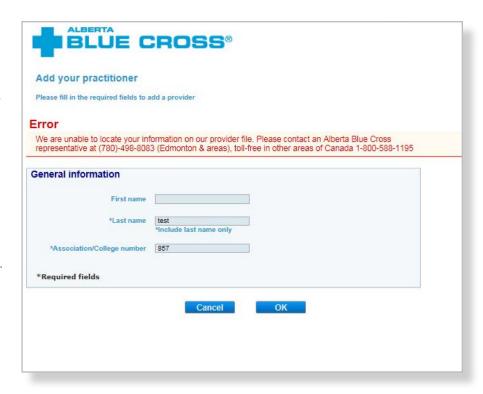
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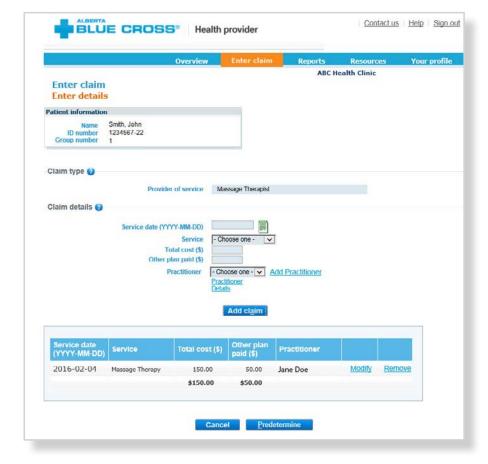
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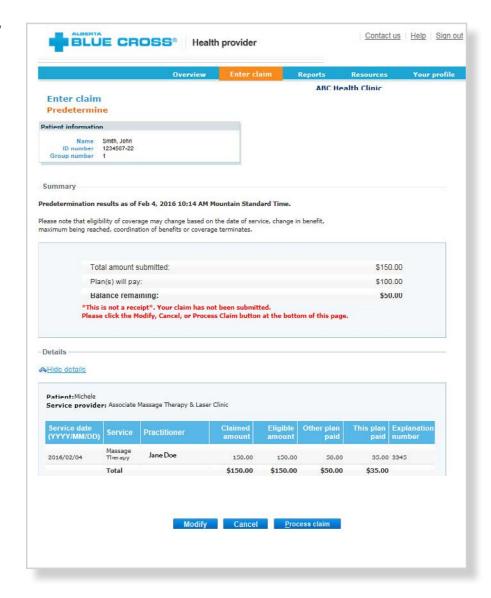
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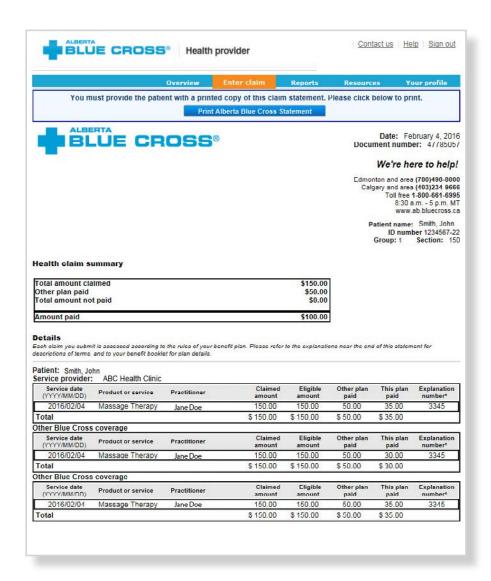


Predetermine: This is a simple inquiry into the patient's benefit plan(s) to determine the coverage available. You can click "Modify" to go back to step 2, "Cancel" to exit without saving or "Process claim" to submit the claim online to Alberta Blue Cross for immediate processing.



Process claim: You will receive a confirmation from Alberta Blue Cross within seconds of your submission.

Print summary: A printable copy of the patient's Claim Statement is displayed. Click the "Print" command on the screen. You must provide the patient with a printed copy of the Claim Statement.



Easy steps to access Reports

Reports: This screen allows you to pull up all claims waiting to be paid, history of settled claims and individual statements.

Outstanding Payment Report:

The Outstanding Payment Report lists all transactions that are remaining to be paid, and allows you to cancel a claim.

Payment History Report:

Reports

Outstanding payment report of the paid of t

"Outstanding Payment Report" and will appear on the "Payment History Report". Once payment has been issued, you can view and print the

Once the transactions have been paid they will be removed from the

Claims Statement.

Patient Date: •

Select a start and end date to view a patient's payment history.

Patient Claim Statements: •

This allows you to print a copy of the patient claim statements.

| Contact us | Help | Sign out BLUE CROSS® Health provider **ABC Health Clinic** View all claims remaining to be paid as of May 31, 2016 *Please note: If there are any claims to be cancelled, they can be viewed and cancelled within this report. Payment history report @ To access your provider summary and claim statement, select the EFT payment date from the below dropdown menu. Payment Date - Choose one - V To access payment history, please select a start and end date. Start date(YYYYMMDD) 2016/05/31 End date(YYYYMMDD) 2016/05/31 *Please note: Only date ranges within the previous 6 months can be entered. Patient claim statements (2) Find a patient and reproduce a Claim statement *Please note: Only claim statements obtained by the patient within the last year will appear.

Note

Sort: This is currently available for Outstanding Payment Reports and Patient Claim Statements. You can sort the column by clicking on the double headed arrow, located beside the column title.





Help: For additional information, click on the help button (blue button with a question mark). The help button has answers to questions that are frequently asked about the section.

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Outstanding Payment Report:

The Outstanding Payment Report lists all transactions that are remaining to be paid. Once the transactions have been paid, they will be removed from this report and appear on the Payment History Report.

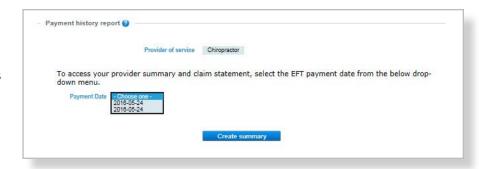




Payment history reports:

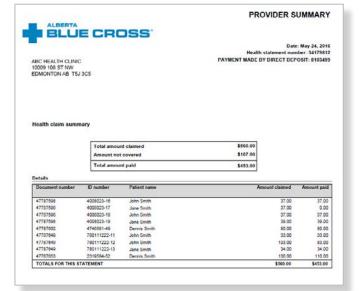
Claims Statements are available to view and print for one year.

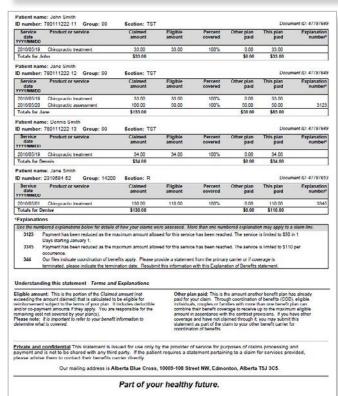
Payment History is available for claims submitted in the last six months.



Provider Statement/Summary:

To access your Claim Statement, select the EFT payment date to create a pdf of your provider summary report, which can be saved or printed.



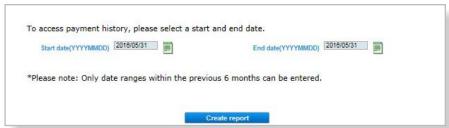


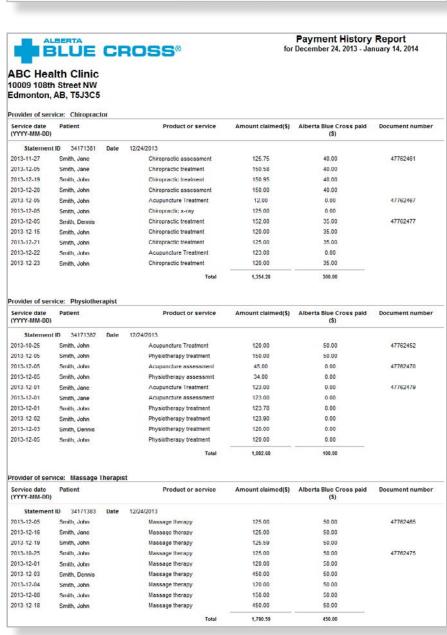


Payment History:

Enter a start date and an end date for the claim information you wish to display.

All transactions that have been paid by Alberta Blue Cross to your office within the specified time are listed on a printer friendly screen. Statement IDs and document numbers are included for your reference, as well as details about each patient's claim.





Easy steps to cancel a claim

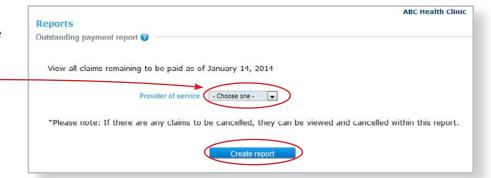
Outstanding Payment Report

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If your clinic is registered as an individual provider type, the "Provider of service" field will be populated automatically.



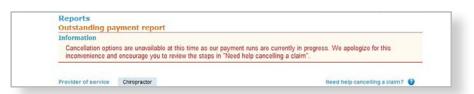
Cancel: To cancel a claim, click the hyperlink.

If the cancellation hyperlink is inactive, either the payment run is in progress or the document has exceeded the cancellation timeframe and the claim cannot be cancelled online. Please refer to the help icon for further instructions about how to cancel your claim.



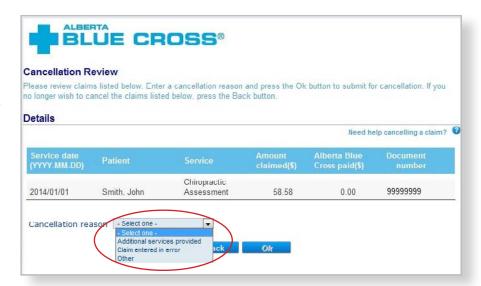
Note

If a payment run is in progress, you will receive notification that the claim cannot be cancelled.

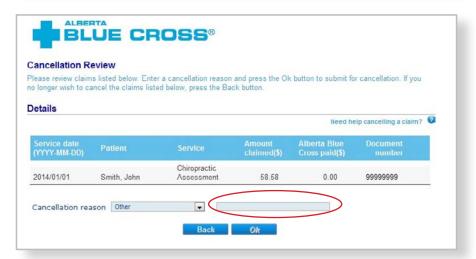


Cancellation Review: If you choose to cancel a claim, you will be asked for the reason. A drop-down menu lists common reasons.

When cancelling a claim, all claims associated with the document number must be cancelled



If you select "other", please provide the reason.



Cancellation: Once a claim has successfully been cancelled, red text appears at the top of the screen as confirmation.



Technical information

Using the Health Services Provider web site, an Internet connection and your browser, you can submit claims online at your convenience. Most computer systems today have everything required to use this web site successfully.

We're serious about privacy and security

The confidentiality of your records is very important—to you, and to us. You are responsible for your login ID and password. They are intended for your office's use only. We protect your information in various ways, including

- encrypting all information;
- securely delivering your login ID and password;
- denying access to web site users after five consecutive unsuccessful sign-in attempts;
- automatically signing site users out after 30 minutes of inactivity;
 and
- requiring written authorization before granting access to the Health Services Provider web site.





Contact us

For more information about access to the Health Services Provider web site contact Alberta Blue Cross Health Provider Service Relations at

- 780-498-8083 (Edmonton and area),
- toll free at
 1-800-588-1195 (all other areas), or
- email at healthing@ab.bluecross.ca.

http://provider.ab.bluecross.ca/health

The online claims submission system is available Monday to Sunday, 8 a.m. to 9:30 p.m. Mountain Time.

Our regular office hours are Monday to Friday, 8:30 a.m. to 5 p.m. Mountain Time.