



HOSPITAL SERVICES PROVIDER USER GUIDE



ONLINE CLAIMS SUBMISSION

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



provider.ab.bluecross.ca/health

ONLINE CLAIMS SUBMISSION

Alberta Blue Cross offers online claims submission for health services providers. This convenient service is delivered through an easy-to-use secure website—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.

Registering for site access

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

Please mail or fax your completed forms to

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

The Health Provider Services team at Alberta Blue Cross will create your website 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.



Getting started online

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 website at provider.ab.bluecross.ca/health and enter the login ID and password.

You will be asked to agree to the Website 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.

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.

Help

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.

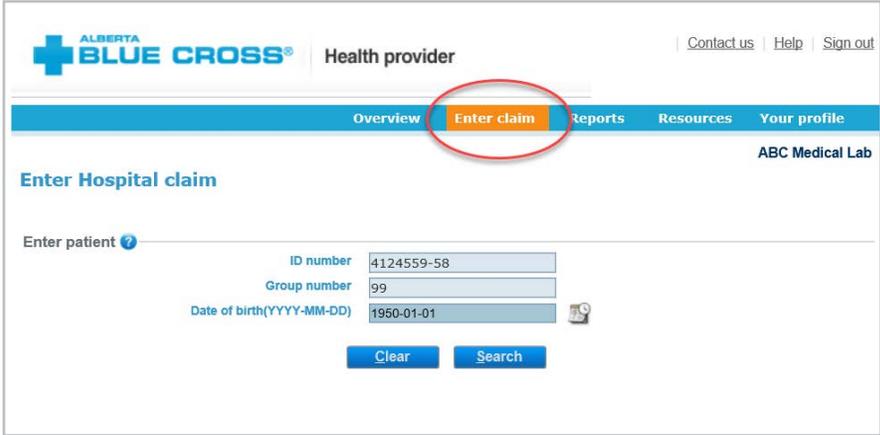
Easy steps to submit and process a claim

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.



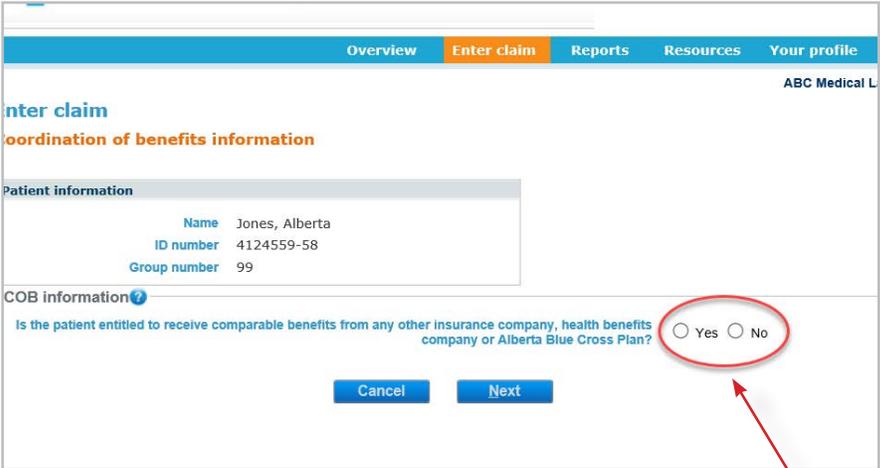
2

Verify whether patient has Coordination of Benefits (COB):

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 7.



If "Yes", and the patient has active coverage with another benefit carrier, continue to the COB section on page 7.

3

Invoice details:

Enter your invoice, account or patient number number in the invoice number field. If you do not assign any number, leave the field blank.

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Overview Enter claim Reports Resources Your profile

ABC Medical Lab

Enter claim
Enter details

Patient information

Name Jones, Alberta
ID number 4124559-58
Group number 99

Claim type ?

Provider of service Hospital

Invoice details ?

Invoice number

4

Enter details:

Enter the admission date and the discharge date, then select the service type from the drop-down menu, and input the total cost. Click "Add claim." Repeat these steps for each service being considered.

When you are satisfied with the details you have entered, click the "Predetermine" button.

Please refer to article 4.4 in the Online Services Billing Agreement for more information regarding the service date.

ABC Medical Lab

Enter claim
Enter details

Patient information

Name Jones, Alberta
ID number 4124559-58
Group number 99

Claim type ?

Provider of service Hospital

Invoice details ?

Invoice number 123456

Claim details ?

Admission date (YYYY-MM-DD)

Discharge date (YYYY-MM-DD)

Service - Choose one -

Total cost (\$)

Add claim

Admission date (YYYY-MM-DD)	Discharge date (YYYY-MM-DD)	Service	Total cost (\$)		
2019-05-27	2019-05-31	Active Treatment Hospital - Private Room	200.00	Modify	Remove
2019-05-27	2019-05-31	Hospital Theme Room	50.00	Modify	Remove
			\$250.00		

Cancel **Predetermine**

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.

5

Predetermine:

This is a simple inquiry into the patient's benefit plans 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.

Enter Hospital claim
Predetermine

Patient information

Name	Jones, Alberta
ID number	4124559-58
Group number	99

Summary

Predetermination results as of Jun 5, 2019 9:12 AM Mountain Daylight Time.

Please note that eligibility of coverage may change based on the date of service, change in benefit, maximum being reached, coordination of benefits or coverage terminates.

Total amount submitted:	\$250.00
Plan(s) will pay:	\$250.00
Balance remaining:	\$0.00

***This is not a receipt*. Your claim has not been submitted.
 Please click the Modify, Cancel, or Process claim button at the bottom of this page.**

Details

[Hide details](#)

Patient: Alberta
 Service provider: ABC Medical Lab

Admission date (YYYY/MM/DD)	Discharge date (YYYY/MM/DD)	Service	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number
2019/05/27	2019/05/31	Hospital Theme Room	50.00	50.00	0.00	50.00	
2019/05/27	2019/05/31	Active Treatment Hospital - Private Room	200.00	200.00	0.00	200.00	
Total			\$250.00	\$250.00	\$0.00	\$250.00	

[Click here to print](#)

[Modify](#) [Cancel](#) [Process claim](#)

6

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. Simply click "Print."

You must provide the patient with a printed copy of the Claim Statement.

The screenshot shows the 'Health provider' interface for Alberta Blue Cross. At the top, there are navigation tabs: Overview, Enter claim (highlighted in orange), Reports, Resources, and Your profile. A message states: 'You must provide the patient with a printed copy of this claim statement. Please click below to print.' Below this message is a blue button labeled 'Print Alberta Blue Cross Statement', which is circled in red. A red arrow points from this button to the 'Print summary' text on the left. The page also displays the Alberta Blue Cross logo, the date (June 5, 2019), and document number (100004903). Contact information for Edmonton and Calgary is provided, along with the patient's name (Jones, Alberta), ID number (4124559-58), and group (99 Section: TST).

Health claim summary

Total amount claimed	\$250.00
Total amount not paid	\$50.00
Amount paid	\$200.00

Details
Each claim you submit is assessed according to the rules of your benefit plan. Please refer to the explanations near the end of this statement for descriptions of terms, and to your benefit booklet for plan details.

Patient: Alberta
 Service provider: Foothills Medical Centre

Admission date (YYYY/MM/DD)	Discharge date (YYYY/MM/DD)	Product or service	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number*
2019/05/27	2019/05/31	Active Treatment Hospital - Private Room	200.00	200.00	0.00	200.00	
2019/05/27	2019/05/31	Hospital Theme Room	50.00	0.00	0.00	0.00	16571
Total			\$ 250.00	\$ 200.00	\$ 0.00	\$ 200.00	

***Explanations**

16571	We are unable to process this claim electronically. In order to assess this claim, please have the patient submit a completed claim form and original paid in full receipts. Photocopies or charge card receipts are not acceptable.
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Acknowledgment

By accepting this claim summary, I certify that the information on this claim summary is complete and accurate and the services and/or products listed have been received by the patient indicated. I also acknowledge that, by presenting my Alberta Blue Cross identification card or my identification number for a benefit plan administered by Alberta Blue Cross to the named Service Provider, I consent and agree to:

- The Service Provider submitting a claim containing my personal information to Alberta Blue Cross on my behalf and I authorize payment of this claim by Alberta Blue Cross directly to the Service Provider.
- Alberta Blue Cross using my personal information to determine my eligibility for benefits, to adjudicate/pay claims, to administer the terms of my benefit plan and to verify/audit paid claims as described in the Alberta Blue Cross Privacy Policy posted at www.ab.bluecross.ca, and
- The Service Provider disclosing my personal information to Alberta Blue Cross for the above purposes.

Please retain for your records

Steps for online submission with **Coordination of Benefits (COB) between Alberta Blue Cross and another benefit carrier**

1

Patient has COB:

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.

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Overview **Enter claim** Reports Resources Your profile

ABC Medical Lab

Enter claim
Coordination of benefits information

Patient information

Name	Jones, Alberta
ID number	4124559-58
Group number	99

COB information

Is the patient entitled to receive comparable benefits from any other insurance company, health benefits company or Alberta Blue Cross Plan? Yes No

If the claim was submitted through another benefit carrier or provincial plan, would you like to submit the remaining amount to this plan? Yes No

Cancel Next

2

Enter the amount paid:

Enter the amount paid by the other benefits 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.

Enter details:

Select a service, enter the total cost and the provider name, then click **“Add claim.”** Repeat the same process until all lines have been entered, then click **“Predetermine.”**

Enter claim
Enter details

Patient information

Name	Jones, Alberta
ID number	4124559-58
Group number	99

Claim type **Hospital**

Invoice details **654321**

Claim details

Admission date (YYYY-MM-DD)

Discharge date (YYYY-MM-DD)

Service **- Choose one -**

Total cost (\$)

Other plan paid (\$)

Add claim

Admission date (YYYY-MM-DD)	Discharge date (YYYY-MM-DD)	Service	Total cost (\$)	Other plan paid (\$)		
2019-05-20	2019-05-24	Active Treatment Hospital - Private Room	100.00	50.00	Modify	Remove
2019-05-20	2019-05-24	Hospital Theme Room	50.00	25.00	Modify	Remove
			\$150.00	\$75.00		

Cancel **Predetermine**

3

Predetermine:

This is a simple inquiry into the patient's benefit plans 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.

ABC Medical Lab

Enter Hospital claim

Predetermine

Patient information

Name	Jones, Alberta
ID number	4124559-58
Group number	99

Summary

Predetermination results as of Jun 5, 2019 9:29 AM Mountain Daylight Time.

Please note that eligibility of coverage may change based on the date of service, change in benefit, maximum being reached, coordination of benefits or coverage terminates.

Total amount submitted:	\$150.00
Plan(s) will pay:	\$75.00
Balance remaining:	\$75.00

This is not a receipt. Your claim has not been submitted.
Please click the **Modify**, **Cancel**, or **Process claim** button at the bottom of this page.

Details

[Hide details](#)

Patient: Alberta
Service provider: ABC Medical Lab

Admission date (YYYY/MM/DD)	Discharge date (YYYY/MM/DD)	Service	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number
2019/05/20	2019/05/24	Hospital Theme Room	50.00	50.00	25.00	25.00	
2019/05/20	2019/05/24	Active Treatment Hospital - Private Room	100.00	100.00	50.00	50.00	
Total			\$150.00	\$150.00	\$75.00	\$75.00	

[Click here to print](#)

Modify
Cancel
Process claim

4

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.

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Overview Enter claim Reports Resources Your profile

You must provide the patient with a printed copy of this claim statement. Please click below to print.

Print Alberta Blue Cross Statement

ALBERTA BLUE CROSS®

Date: June 5, 2019
Document number: 100004906

We're here to help!
Edmonton and area (780)498-8000
Calgary and area (403)234-9666
Toll free 1-800-661-6995
8:30 a.m. - 5 p.m. MT
www.ab.bluecross.ca

Patient Name: Jones, Alberta
ID number 4124559-58
Group: 99 Section: TST

Health claim summary

Total amount claimed	\$150.00
Other plan paid	\$50.00
Total amount not paid	\$50.00
Amount paid	\$50.00

Details
Each claim you submit is assessed according to the rules of your benefit plan. Please refer to the explanations near the end of this statement for descriptions of terms, and to your benefit booklet for plan details.

Patient: Alberta
Service provider: Foothills Medical Centre

Admission date (YYYY/MM/DD)	Discharge date (YYYY/MM/DD)	Product or service	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number*
2019/05/20	2019/05/24	Active Treatment Hospital - Private Room	100.00	100.00	50.00	50.00	
2019/05/20	2019/05/24	Hospital Theme Room	50.00	0.00	0.00	0.00	16571
Total			\$ 150.00	\$ 100.00	\$ 50.00	\$ 50.00	

Easy steps to access Reports

1

Reports:

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

Outstanding payment report:

Alberta Blue Cross will make payments to your office daily at midnight. This report lists all remaining transactions. It also allows you to cancel claims.

Payment history report:

Once the transactions have been paid they will be removed from the "Outstanding Payment Report" and will appear on the "Payment History Report". Once payment has been issued, you can view and print the Claims Statement.

Patient claim statements:

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

Note

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.

Admission date YYYY/MM/DD	Discharge date YYYY/MM/DD	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number	Action
2019/05/20	2019/05/24	Jones, Alberta	Active Treatment Hospital - Private Room	100.00	50.00	100004906	View Cancel
2019/05/20	2019/05/24	Jones, Alberta	Hospital Theme Room	50.00	0.00	100004906	View Cancel
2019/05/27	2019/05/31	Jones, Alberta	Active Treatment Hospital - Private Room	200.00	200.00	100004903	View Cancel
2019/05/27	2019/05/31	Jones, Alberta	Hospital Theme Room	50.00	0.00	100004903	View Cancel

2

Outstanding payment report:

If your clinic is registered with several provider types, 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.

Alberta Blue Cross will make payment runs daily at midnight. 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.

Provider of service Hospital

*Please note: If there are any claims to be cancelled, they can be viewed and cancelled within this report.

Create report

Hospital Reports
Outstanding payment report

Provider of service Hospital Need help cancelling a claim?

Details
Hide details

Admission date YYYY/MM/DD	Discharge date YYYY/MM/DD	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number	Action
2019/05/20	2019/05/24	Jones, Alberta	Active Treatment Hospital - Private Room	100.00	50.00	100004906	View Cancel
2019/05/20	2019/05/24	Jones, Alberta	Hospital Theme Room	50.00	0.00	100004906	View Cancel
2019/05/27	2019/05/31	Jones, Alberta	Active Treatment Hospital - Private Room	200.00	200.00	100004903	View Cancel
2019/05/27	2019/05/31	Jones, Alberta	Hospital Theme Room	50.00	0.00	100004903	View Cancel
2019/05/06	2019/05/07	Jones, Alberta	Active Treatment Hospital - Private Room	50.00	0.00	100004859	View
2019/04/29	2019/04/30	Jones, Alberta	Active Treatment Hospital - Private Room	100.00	0.00	100004854	View
2019/05/01	2019/05/03	Jones, Alberta	Active Treatment Hospital - Ward Room	100.00	0.00	100004849	View

3

Payment history report:

If your clinic is registered with multiple provider types and has single sign on, 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 a start date and an end date for the claim information you wish to display (these dates must be within the previous six months).

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, document numbers and invoice numbers are included for your reference, as well as details about each patient's claim.

Note

Use the **"Export"** button to receive a copy of your payment history report in a csv file.

		Payment History Report for May 1, 2019 - June 5, 2019				
ABC Medical Lab Po Box 1980 Stn M Calgary, AB, T2P4Z7						
Provider of service: Hospital						
Admission date	Patient	Product or service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number	Invoice number

Easy steps to cancel a claim

1

Outstanding payment report:

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.

Reports

Outstanding payment report ?

View all claims remaining to be paid as of June 5, 2019

Provider of service Hospital

*Please note: If there are any claims to be cancelled, they can be viewed and cancelled within this report.

Create report

2

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.

Hospital Reports ABC Medical Lab

Outstanding payment report

Provider of service Hospital

Need help cancelling a claim? ?

Details

Hide details

Admission date YYYY/MM/DD	Discharge date YYYY/MM/DD	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number	Action
2019/05/20	2019/05/24	Jones, Alberta	Active Treatment Hospital Private Room	100.00	50.00	100004906	View Cancel
2019/05/20	2019/05/24	Jones, Alberta	Hospital Theme Room	50.00	0.00	100004906	View Cancel
2019/05/27	2019/05/31	Jones, Alberta	Active Treatment Hospital - Private Room	200.00	200.00	100004903	View Cancel
2019/05/27	2019/05/31	Jones, Alberta	Hospital Theme Room	50.00	0.00	100004903	View Cancel

Note

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

Reports

Outstanding payment report

Information

Cancellation options are unavailable at this time as our payment runs are currently in progress. We apologize for this inconvenience and encourage you to review the steps in "Need help cancelling a claim".

Provider of service Chiropractor

Need help cancelling a claim? ?

3

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.

ALBERTA BLUE CROSS

Cancellation Review
Please review claims listed below. Enter a cancellation reason and press the Ok button to submit for cancellation. If you no longer wish to cancel the claims listed below, press the Back button.

Details

Need help cancelling a claim? ?

Admission date YYYY/MM/DD	Discharge date YYYY/MM/DD	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number
2019/05/27	2019/05/31	Jones, Alberta	Active Treatment Hospital - Private Room	200.00	200.00	100004903
2019/05/27	2019/05/31	Jones, Alberta	Hospital Theme Room	50.00	0.00	100004903

Cancellation reason: Select one -
Additional services provided
Claim entered in error
Other Ok Ok

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

Admission date YYYY/MM/DD	Discharge date YYYY/MM/DD	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number
2019/05/27	2019/05/31	Jones, Alberta	Active Treatment Hospital - Private Room	200.00	200.00	100004903
2019/05/27	2019/05/31	Jones, Alberta	Hospital Theme Room	50.00	0.00	100004903

Cancellation reason: Other Back Ok

4

Cancellation:

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

Hospital Reports

Outstanding payment report

Information
Claims for Alberta Jones submitted on May 27, 2019 have been cancelled.

Provider of service: Hospital Need help cancelling a claim? ?

Details
[Hide details](#)

Admission date YYYY/MM/DD	Discharge date YYYY/MM/DD	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number	Action
2019/05/20	2019/05/24	Jones, Alberta	Active Treatment Hospital - Private Room	100.00	50.00	100004906	View Cancel
2019/05/20	2019/05/24	Jones, Alberta	Hospital Theme Room	50.00	0.00	100004906	View Cancel

Technical information

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



Contact us

For more information about access to the Health Services Provider website 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 healthinq@ab.bluecross.ca.

provider.ab.bluecross.ca/health

The online claims submission system is available Monday to Sunday, 8 a.m. to 9:30 p.m. (MT). Our regular office hours are Monday to Friday, 8:30 a.m. to 5 p.m. (MT).