

Massage therapy

ONLINE BILLING with



... it's just that easy!

There are a number of benefits to submitting claims online to Alberta Blue Cross:

- **Save money**—the less your patients pay out-of-pocket, the fewer transaction fees you pay to the banks.
- **Guaranteed payments**—you receive payment from us every two weeks. Direct deposit is also available so you do not have to wait for a cheque in the mail.
- **No cost to you**—access to our online billing system is free. All you have to do is register.
- **Satisfied patients**—they pay only the portion not covered by their Alberta Blue Cross plan.
- **Patient information is protected**—we process all claims in-house and follow strict guidelines to keep your patients' information safe and secure.
- **Check plan member eligibility**—let your patients know how much they are responsible for paying before they receive a treatment.
- **Friendly service**—our representatives are available to answer any questions you may have.
- **Single sign-on**—if more than one provider works in your office, they do not have to sign in separately with our single sign-on feature.

*Join the thousands of providers already taking advantage of online billing.
Visit www.ab.bluecross.ca and click on “Providers” to register today.*

If you are already signed up for online billing, here are some friendly reminders:

- All claims must be received by Alberta Blue Cross within 60 days from the date of service.
- Submit the total service amount even if the patient has coordination of benefits.
- If your patient has coverage through another benefit carrier and there has been a change in their information, please ask your patient to call us at **1-800-661-6995** to update our records so that we can successfully process the claim.
- Our Health Provider Services representatives cannot release information about a patient's plan. The patient must call our Customer Services department at **1-800-661-6995** for this information.

Please ensure you submit complete and accurate claims. Remember to keep a record of all services provided to the patient for 24 months.

Questions?

Our Health Provider Services team is here to help. Call us at **780-498-8083** (Edmonton and area) or **1-800-588-1195** (toll free) Monday to Friday, 8:30 a.m. to 5 p.m. If you need to reach us after hours, email us at **healthinq@ab.bluecross.ca** and we will reply the next business day. These numbers are not to be released to your patients—they must call our Customer Services number if they have questions about their benefits.

