

March 2012

For your information...



If your office is still using the Alberta Blue Cross Interactive Voice Response (IVR) system, please be aware that it will be permanently shut down as of July 1, 2012.

IVR was introduced in 1993 to provide a convenient method of retrieving patients' benefit and eligibility information through the telephone. Today, the majority of Alberta optical providers submit claims and obtain preauthorizations through our online claims submission service, which is a simple, no-cost system available to optical providers since 2008.

If your office still uses the Alberta Blue Cross IVR system to obtain preauthorization of vision benefits for patients covered under programs offered by Alberta Human Services and Assured Income for the Severely Handicapped (AISH), **please note that this technology will no longer be available as of July 1.**

Since the functionality and convenience of the online service is continually being expanded and upgraded, the technology available through the telephone is now outdated.

As your office is currently registered for online claims submission, your preauthorization requests can be obtained through the Alberta Blue Cross online claims submission service.

Please see samples (on the reverse side of this page) of the online claims submission preauthorization screens. These screen samples can also be found in your online claims submission user guide, which you would have received when you registered.

If you have any questions about the termination of the IVR system or online claims submission, please contact Alberta Blue Cross Health Services Provider Relations at 780-498-8083 (Edmonton and area) or 1-800-588-1195 (toll free).

SAMPLE PREAUTHORIZATION SCREENS

PREAUTHORIZE
... submit a preauthorization for an Alberta government program patient

Enter patient **Select benefit** Enter details Preauthorize

Jane Smith
ID number 123456

Benefit details

*Benefit type - Choose one - Complete set of glasses, Lenses, Repairs, Eye exam

***Required**

Cancel Next

Select the benefit from the drop down menu.

PREAUTHORIZE
... submit a preauthorization for an Alberta government program patient

Enter patient Select benefit **Enter details** Preauthorize

Jane Smith
ID number 123456

Complete set of glasses

*Lens code - Choose one - Glass, Plastic, Contacts, Piggyback contact

*Vision code - Choose one - Single, Bifocal, Trifocal, Reading, Distance

	Sphere	Cylinder	Axis	Prism	ADD
Right	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Left	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

***Required**

Cancel Next

Choose the applicable lens and vision code from the drop down menu and any prescription information if required.

PREAUTHORIZE
... submit a preauthorization for an Alberta government program patient

Enter patient Select benefit **Enter details** Preauthorize

Firstname Lastname
ID number 123456

Lens

*Body side - Choose one - Left, Right, Both

*Lens code - Choose one - Glass, Plastic, Contacts, Piggyback contact

*Vision code - Choose one - Single, Bifocal, Trifocal, Reading, Distance

	Sphere	Cylinder	Axis	Prism	ADD
Right	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Left	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

***Required**

Cancel Preauthorize

Enter the applicable information for the specific patient.

PREAUTHORIZE
... submit a preauthorization for an Alberta government program patient

Enter patient Select benefit Enter details **Preauthorize**

Firstname Lastname
ID number 123456

Preauthorization results

Provider: YourPracticeName Inc.
Patient name: Firstname Lastname
Identification number: 123456
Preauthorization number: 18188293
Preauthorization date: 2008-06-25

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Please retain for your records

[Click here to print.](#)

This screen displays the preauthorization results which can be printed or reviewed at a later date in the reports section.

Alberta Blue Cross strives to apply technology that offers the greatest efficiencies and best practices in support of the programs and services we deliver. You are encouraged to make the most of online claims submission and discover all of the advantages it can offer both you and your patients.



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