



Enjoy the convenience of provider direct billing

It's well known that Alberta Blue Cross provides direct billing capabilities to **pharmacies, dental offices and ambulance service operators**, but did you know that Alberta Blue Cross also provides the convenience of online claim submission for eligible **optical, chiropractic, physiotherapy, massage therapy and psychology** claims for employer group plan members?

Providers can submit claims electronically, in real-time, for plan members through an easy-to-use secure web site created and maintained by Alberta Blue Cross. This service is available at no cost to all **optical, chiropractic, physiotherapy, massage therapy and psychology** providers across Alberta.

Online claim submission allows these providers to submit claims instantly for their patients with Alberta Blue Cross coverage. This means plan members no longer need to pay out-of-pocket for claims beyond their portion then wait to be reimbursed. Plan members are still responsible for payment of any co-pay or deductible amounts.



The names of optical, chiropractic, physiotherapy, massage therapy and psychology providers participating in online claim submission are listed on our web site at www.ab.bluecross.ca and also available through our Customer Services department at 1-800-661-6995.

This convenient method of submission is supported by the security of knowing that participating providers have agreements with Alberta Blue Cross that outline the conditions of use and audit provisions. Plan members and their dependents are verified for eligibility right at the time of purchase and Coordination Of Benefits (COB) provisions are followed. After COB, if the plan member has a Health Spending Account (HSA), any eligible amount remaining will automatically flow to the HSA.

Today, nearly 95 per cent of claims processed by Alberta Blue Cross are submitted electronically by providers at the time of service.

We are pleased to provide this added convenience to our valued group customers.

For more information about Alberta Blue Cross products and services, please contact your Alberta Blue Cross group representative.

