



## Alberta Blue Cross to administer medical travel claims regarding medical supplies / equipment for Government of the Northwest Territories clients

Alberta Blue Cross will administer prior approvals and process medical supplies/equipment and associated medical travel expense claims for clients under the Extended Health Benefits and Métis Health Benefits programs sponsored by the Government of the Northwest Territories.

### Eligibility

To be eligible for coverage, a client must receive prior approval for all medical supplies/equipment from Alberta Blue Cross. If a client is also required to travel for medical supplies/equipment fittings, prior approval for the specific travel must be obtained.

To be eligible for medical supplies/equipment travel coverage, three main criteria must be met:

- The client must have a valid prescription.
- The item required must be custom made.
- The customized item must be fitted by a registered practitioner.

### Prior approval process

The following provides an outline of how to obtain prior approval for medical supplies/equipment and any associated medical travel.

- A valid prescription from a doctor must be sent to the medical supplies and equipment provider by the referring clinic/hospital.
- The medical supplies and equipment provider must fill out the Alberta Blue Cross Medical supplies/equipment and associated travel PRIOR APPROVAL FORM requesting the item(s) based on the prescription and submit it for approval along with the prescription and any supportive documentation.
- Once the prior approval request has been received and processed, Alberta Blue Cross will return the prior approval form with the decision.
- Requests for medical travel are reviewed and approved or denied based on the NIHB program criteria.
- The medical supplies and equipment provider will then inform the client or the referring party of the decision.
- For approved requests, clients' medical supplies/equipment fitting appointments should be booked by the referring clinic, hospital or health centre.
- When coverage for a benefit has been denied, the medical supplies and equipment provider will inform the client of his/her right to appeal the decision.

## Claiming process

The claiming process for medical supplies/equipment and associated travel will not change significantly. Providers are required to complete an Alberta Blue Cross Medical supplies/equipment and associated travel PRIOR APPROVAL FORM. The approval form can be mailed to Alberta Blue Cross at the address below or faxed to 780-498-3546 (Edmonton and area) or 1-855-498-3546 (toll free). An approval number will be issued when the request is approved. When claiming, please mail the original invoice(s) along with the following information:

- Approval number
- Northwest Territories (NWT) health care plan number
- Patient name
- Date of service
- Benefit code
- Benefit description
- Quantity
- Claimed amount

Alberta Blue Cross will notify the provider who made the request for approval. The provider will then complete the "Approval Request for Medical Travel Outside of the NWT" or "Approval Request for Medical Travel within the NWT". The provider must attach the Alberta Blue Cross approval and fax it to 867-920-2172 (Medical Travel, Stanton Territorial Health Authority). Medical Travel will then review the form and if approved, fax the approval back to the requesting provider. The requesting provider will then notify the client and let he/she know the travel has been approved and to contact Medical Travel (867-669-4115) in Yellowknife or the Medical Travel office in the client's region to set up the travel arrangements.

**Alberta Blue Cross will reference the Non-Insured Health Benefit (NIHB) rules and guidelines when assessing prior approval requests and claims.**

## Forms

Attached with this announcement is a copy of the Alberta Blue Cross Medical supplies/equipment and associated travel PRIOR APPROVAL FORM. This form is available in the medical supplies and equipment provider section of the Alberta Blue Cross web site at [www.ab.bluecross.ca/providers/medical-suppliers-home.html](http://www.ab.bluecross.ca/providers/medical-suppliers-home.html).



## Contact us

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