

November 2012

IMPORTANT INFORMATION FOR OPTICAL PROVIDERS

New card for Alberta Adult Health Benefits program participants

In November 2012, Alberta Human Services is introducing a new group number and a new health benefits card for program participants in the Alberta Adult Health Benefits (AAHB) program. Program participants and their eligible dependent(s) will be enrolled under **Group 23609 Section 000** with a **new ID number**. Previously these program participants and their eligible dependent(s) were enrolled under Group 19823 Section 000.

New unique card

A new plastic health benefits card will replace the monthly paper card. The new card will be distributed to AAHB program participants starting November 2012.

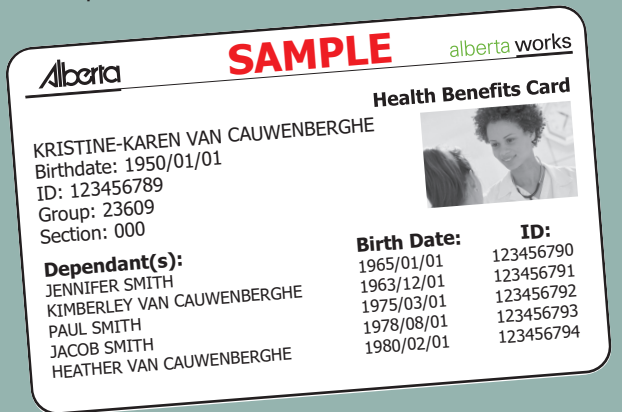
Please note that these cards will not have an expiry date on them and the benefit year for eligible program participants will be July 1 to June 30 of the following year.

To reduce the number of claim rejections, please ensure you request the new AAHB card from the program participant during their next visit and update the appropriate data elements.

There is no change in benefit coverage for these program participants.

The new card entitles the program participant and dependent(s) named on the card to receive direct billing for eligible vision claims through the online claims submission service through Alberta Blue Cross.

A sample of the new card is illustrated below.



Coordination of Benefits (COB)

Where Coordination of Benefits (COB) applies, the Alberta Adult Health Benefit (AAHB) will pay after all other coverage has been accessed. If the program participant or dependent(s) are covered by AAHB and another direct billing Alberta Blue Cross plan, claims will be coordinated between the two plans at the time of the claim.

Continued coverage under Group 19823 Section 000 for November 2012

Existing program participants have until November 30 to request enrolment under Group 23609 Section 000. To date, the majority of existing program participants have enrolled under the new group number and throughout the month of November, new plastic cards (as illustrated in this update) will be distributed to participants who have enrolled under Group 23609 Section 000. If a program participant has not received a new plastic card, they will continue to receive benefits under Group 19823 Section 000 and receive a paper Health Benefits Card for the month of November only. After November 30, eligible program participants must ensure they have been enrolled under Group 23609 Section 000 to receive continued benefit coverage.

The Alberta Works Health Benefits Contact Centre will be available to address any calls from program participants regarding eligibility.

Questions?

If you have any questions about this program, please contact:

Alberta Blue Cross
Health Services Provider Relations
780-498-8083 Edmonton and area
1-800-588-1195 toll free
healthinq@ab.bluecross.ca

Support is available from 8:30 a.m. to 5 p.m. (Mountain Time) Monday to Friday.

