

November 29, 2012

## IMPORTANT REMINDER

# New card for Alberta Adult Health Benefits program participants

Further to the notice mailed to you last week, please be reminded that effective Saturday, Dec. 1, 2012, all claims for Alberta Adult Health Benefit (AAHB) program participants with dates of service on or after Dec. 1, 2012 must be submitted under the new group and ID numbers printed on the new plastic ID cards. The new cards were issued to program participants during the month of November.

To reduce the number of claim rejections, please request the new AAHB card from the program participant so you can update or enter the appropriate data elements. Please note that the new plastic Alberta Adult Health Benefit cards do not have an expiry date on them and the benefit year for the eligible program participants will be July 1 to June 30 of the following year.

There is no change in benefit coverage for these program participants. The program participants and dependent(s) named on the card are eligible to receive direct billing for the optical benefits as defined for the AAHB.



**Contact Alberta Blue Cross Health Services Provider Relations for assistance if you experience any issues with submitting claims for AAHB program participants:**

780-498-8083 Edmonton and area, 1-800-588-1195 toll free or via e-mail at

**healthinq@ab.bluecross.ca.** Support is available 8:30 a.m. to 5 p.m. (Mountain Time), Monday to Friday.

**Program participants with questions about eligibility should call the Alberta Works Health Benefits Contact Centre at:** 1-877-469-5437 toll free throughout Alberta, or 780-427-6848 in Edmonton.