

FOR YOUR Benefit

Information for plan members to help you make the most of your benefits



Alberta Blue Cross enhances our online claim submission service

Alberta Blue Cross continues to enhance the online claim submission service provided to our plan members. As of June 3, plan members with Health Spending Accounts (HSAs) or Wellness Spending Accounts (WSAs) will be able to submit these claims online. Submitting eligible HSA and WSA claims will be as simple as signing into the secure web site for plan members, then following the online instructions while entering information into the online claim. Review your claim, click the “submit” button and within seconds your claim will be sent to Alberta Blue Cross.

Online claim submission has certain restrictions so be sure to view the list of eligible expenses that can be submitted online, which is available on the secure web site for plan members at www.ab.bluecross.ca/online_services.

In keeping with our established processes to ensure the legitimacy and accuracy of submitted claims, Alberta Blue Cross will randomly select certain claims for verification. Right after you submit your claim online, you’ll immediately see a web page that will indicate your claim has either been received or needs to be verified.

If your claim is selected for verification, you **must print out the details of the claim being submitted** and send it, via fax, e-mail or mail, along with all supporting documentation and original receipts for the claim, to Alberta Blue Cross within 30 days. Failing to do so will result in suspending access to the online claim submission service.

Remember that regardless of the outcome of your claim, you should always keep your original receipts for 24 months from the date of service.

Take advantage of this new online claim submission service and enjoy the convenience of having your payments deposited directly into your bank account faster than ever.

Additional online claim submission service now available

As of May 15, 2013, members covered by more than one health or dental plan can apply Coordination of Benefits (COB) to their online claims. Once you are signed into the secure member site, carefully follow the online instructions when entering the COB information into the online claim.

When will you be eligible for your next dental checkup?

When you register to use the Alberta Blue Cross secure web site for plan members, you gain instant access to information about your claims and benefits including finding out when your claims have been processed, claim summaries, benefit details and the ability to change your address. You can even find out when you are eligible for your next dental checkup. Once you are registered to use the site, simply sign in, click on “Your benefits,” then “dental” and you will be directed to the dental section, which includes benefit balances and eligible visit dates.

Visit www.ab.bluecross.ca/online_services to start using this convenient service.

Plan member survey

Randomly selected plan members have recently received an invitation letter from Alberta Blue Cross asking you to participate in an online survey to gauge your level of satisfaction with our customer service, claims process and overall benefit services. If you haven’t already done so, please take the time to fill out the survey as it will help us continue to provide valuable products, services and a better overall user experience.

Plan members who fill out the survey will be entered in a draw for a chance to win one of five prizes. All responses are anonymous and will be kept confidential.

Government of Alberta announces changes to provincial health programs

On March 7, the Government of Alberta announced its 2013 budget. This budget includes several significant changes to government-sponsored benefit programs that are expected to impact employer group plans in Alberta. The following are some of the changes that were announced:

Introduction of PharmaCare program

The most significant of these changes is the announcement of a new PharmaCare program to be implemented Jan. 1, 2014. According to the budget documents, the new program will be income-based and will replace about a dozen existing government-sponsored drug benefit programs with a single plan. More details about this new program will be announced once they become available.

Diabetes care enhanced

The provincial budget also includes an announcement that diabetes care will be enhanced through a new Insulin Pump Therapy program for Albertans with Type 1 diabetes. Albertans who meet eligibility

criteria will be provided 100 per cent coverage for insulin pumps and basic supplies. More information about this program will be announced closer to the implementation date expected later this spring.

Change to generic drug pricing

Other budget highlights include a reduction in generic drug pricing from 35 per cent to 18 per cent of brand name prices effective May 1, 2013, which will provide savings for all Albertans. At the same time, the Government of Alberta is compensating pharmacists to provide Albertans with many services to help support their health including renewing or adjusting prescriptions,

administering injections and helping manage medications. Through the Remote Pharmacy Access Grant program, the Government of Alberta has also committed \$15.9 million over three years to Alberta's rural remote pharmacies to help ensure they remain open to the Albertans who need them.

As more details about the new Alberta PharmaCare program become available, Alberta Blue Cross will provide more information to plan members. More information will also be posted on our web site, www.ab.bluecross.ca, as it becomes available.



New adults get new cards

When your dependents approach the age of 18, Alberta Blue Cross will send them new ID cards. This is an automatic process that occurs as dependents reach the age of majority. Remember that a new card does not entail changes in benefits or alterations to family coverage.

Connect with us

Why wait for the next issue of *For Your Benefit*? To stay up-to-date about the latest in Alberta Blue Cross plan updates, follow us on Facebook and Twitter. Get instant updates as they happen. We'll keep you informed regarding potential plan or coverage changes, we'll share tips to help you make the most of your group benefit plan and we'll offer interesting health news as well as details about our ongoing community involvements. Connect with us today!



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Have a question about your coverage?

We're here to help!



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Calgary 403-234-9666

Toll free 1-800-661-6995

www.ab.bluecross.ca

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