



AADL Respiratory Benefits Program

authorization user guide



online claims submission

*... convenient service, delivered
through an easy-to-use secure web site*

<http://provider.ab.bluecross.ca/health>

October 2017

AADL Respiratory Benefits Program: Authorization User Guide

Introduction

Alberta Blue Cross is pleased to offer online authorization submission for AADL respiratory benefits providers. This convenient service is delivered through an easy-to-use secure web site and is available at no cost to respiratory providers and physicians across Alberta. Online submission provides the convenience of direct billing for eligible services for your customers with coverage through the Alberta Aids to Daily Living program. You are assured of a prompt response directly from Alberta Blue Cross.

Registering for site access

To register for online claims submission, you must complete the Request for Secure Web Site Access web form. Details about completing this form can be accessed through our public web site at www.ab.bluecross.ca. Please mail or fax your completed form to

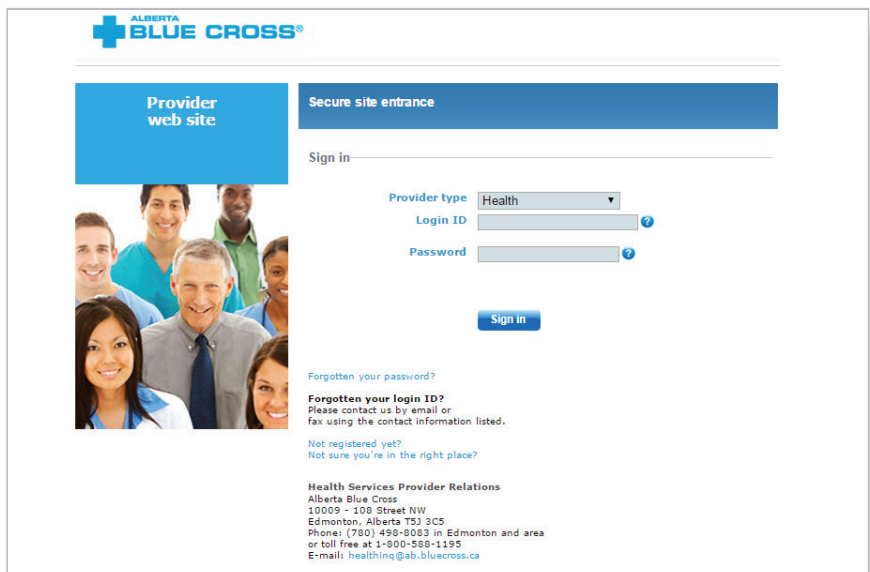
Health Services AADL
Alberta Blue Cross
10009 108 Street
Edmonton, AB T5J 3C5

Phone

1-888-828-8738 (toll free)
587-756-8629 (Edmonton and area)

Fax

1-855-598-3583 (toll free)
780-498-3585 (Edmonton and area)



The screenshot shows the 'Secure site entrance' for the 'Provider web site'. It features a sign-in section with a 'Provider type' dropdown menu set to 'Health', and input fields for 'Login ID' and 'Password'. A 'Sign in' button is located below these fields. To the left of the sign-in section is a photo of a diverse group of healthcare professionals. Below the photo are links for 'Forgotten your password?', 'Forgotten your login ID?' (with instructions to contact via email or fax), and 'Not registered yet?'. At the bottom right, there is contact information for 'Health Services Provider Relations', including the address, phone numbers, and email.

Provider web site

Secure site entrance

Sign in

Provider type: Health

Login ID

Password

Sign in

Forgotten your password?

Forgotten your login ID?
Please contact us by email or fax using the contact information listed.

Not registered yet?
Not sure you're in the right place?

Health Services Provider Relations
Alberta Blue Cross
10009 - 108 Street NW
Edmonton, Alberta T5J 3C5
Phone: (780) 498-8083 in Edmonton and area
or toll free at 1-800-568-1195
E-mail: healthing@ab.bluecross.ca

The Health Services AADL team at Alberta Blue Cross will create your web site access based on your completed registration form. To protect your security, a login ID and temporary password will be sent in two separate emails to the email address provided on your registration form. Once you have received both of these emails, you can begin serving your patients through online authorization submission.

Getting started online

Please refer to the information in the emails Alberta Blue Cross sends you when your initial registration is approved. These emails will contain your login ID and temporary password. Navigate to the Alberta Blue Cross AADL web site at provider.ab.bluecross.ca/health and enter the login ID and password in the applicable fields. You will be asked to agree to the Web Site Policy and Online Billing Agreement, set up your two "reminder questions" and change your temporary password. This information will be used to verify your identity if you forget your password or require information about your account. Subsequent sign-ins will only require your login ID and password.

Authorizing online is quick, easy and secure!

Authorizing online is quick, easy and secure. After validating a patient's identity, you simply submit the authorization for processing. Within seconds of submission, results are displayed. The transaction is then complete.



Help

If you have questions about a screen, click on the blue button with a question mark. The help button has answers to questions that are frequently asked about the section.



Easy steps to submitting and processing an authorization

- 1 Enter the patient's information:**
Navigate to the **"Enter authorization"** menu option and enter the patient's Personal Health Number and birth date and then click on the **"Search"** button.

The screenshot shows the Alberta Blue Cross Health provider portal. The top navigation bar includes the logo, 'Health provider', and links for 'Contact us', 'Help', and 'Sign out'. Below this is a secondary navigation bar with tabs: 'Overview', 'Enter authorization' (highlighted with a red circle), 'Reports', 'Resources', and 'Your profile'. The user's name, 'John Smith', is displayed. The main section is titled 'Enter authorization request' and contains a form for 'Enter patient' information. The form has two input fields: 'Personal Health Number' and 'Date of birth(YYYY-MM-DD)'. Below these fields are 'Clear' and 'Search' buttons, with the 'Search' button highlighted by a red circle.

- 2 Authorization details:**
Select the **"Benefit type"** (Oxygen, Non-oxygen, BPAP, Ventilator), **"Authorization type"** and **"Practitioner"** for the authorization submission. Depending on the authorization selected, you may be asked to provide the medical rationale by checking all appropriate options.

The screenshot shows the 'Enter details' section of the authorization request form. The 'Patient information' section displays 'Name: Jane Doe' and 'Personal Health Number: 987654321'. The 'Authorization details' section includes three dropdown menus: 'Benefit type' (with a red circle around the label), 'Authorization type', and 'Practitioner'. Each dropdown menu has a 'Choose one' option. There is also an 'Add Practitioner' link and a 'Practitioner Details' link. At the bottom are 'Cancel' and 'Next' buttons.

This screenshot is similar to the previous one, but the 'Benefit type' dropdown menu is open, showing a list of options: 'Ventilator', 'BPAP', and 'Oxygen'. The 'Benefit type' label and the dropdown menu are both circled in red. The rest of the form, including the 'Patient information' and 'Authorization details' sections, remains the same.

ALBERTA

BLUE CROSS®

Health provider

Contact us

Help

Sign out

Overview

Enter authorization

Reports

Resources

Your profile

John Smith

Enter authorization request

Enter details

Patient information

Name

Jane Doe

Personal Health Number

987654321

Authorization details

Benefit type

Oxygen

Authorization type

- Choose one -

- Choose one -

RH1 - AADL Authorization

RE2 - AADL Authorization

RH2 - AADL Authorization

RH4 - AADL Authorization

RH5 - AADL Authorization

RH6 (Start) - AADL Authorization

RH6 (Ext) - AADL Authorization

RE1 - AADL Authorization

RH3 (Start) - AADL Authorization

RH3 (Ext) - AADL Authorization

NDS - AADL Authorization

ND (Start) - AADL Authorization

ND (Ext) - AADL Authorization

ETS - AADL Authorization

EOT - AADL Authorization

PAL (Start) - AADL Authorization

PAL (Ext) - AADL Authorization

CAR - AADL Authorization

Practitioner

© Copyright 2017 ABC Benefits Corporation. All rights reserved. ®The Blue Cross symbol and name are registered marks of the Canadian Association of Blue Cross Plans, an association of independent Blue Cross plans. Licensed to ABC Benefits Corporation for use in operating the Alberta Blue Cross Plan. ®Blue Shield is a registered trade-mark of the Blue Cross Blue Shield Association.

ALBERTA

BLUE CROSS®

Health provider

Contact us

Help

Sign out

Overview

Enter authorization

Reports

Resources

Your profile

John Smith

Enter authorization request

Enter details

Patient information

Name

Jane Doe

Personal Health Number

987654321

Authorization details

Benefit type

Oxygen

Authorization type

RH1 - AADL Authorization

Practitioner

- Choose one -

- Choose one -

Dr. John Smith

Add Practitioner

Cancel

Next

© Copyright 2017 ABC Benefits Corporation. All rights reserved. ®The Blue Cross symbol and name are registered marks of the Canadian Association of Blue Cross Plans, an association of independent Blue Cross plans. Licensed to ABC Benefits Corporation for use in operating the Alberta Blue Cross Plan. ®Blue Shield is a registered trade-mark of the Blue Cross Blue Shield Association.

3

Documentation details:

A listing of possible documentation types will be displayed based on the authorization selected. Check the boxes next to each document type that you will be submitting for review, along with any document details requested such as dates or specific values. You also have access to a comments section if you would like to provide any additional details on the document.

ALBERTA BLUE CROSS®

[Contact us](#) | [Help](#) | [Sign out](#)

Health provider

[Overview](#) | [Enter authorization](#) | [Reports](#) | [Resources](#) | [Your profile](#)

John Smith

Enter authorization request
Enter details - RH1 authorization

Patient information

Name	Jane Doe
Personal Health Number	987654321

Documentation details ⓘ

Please select each supporting document in your possession and enter any corresponding values.

☐ Respiratory Assessment Report
☐ Arterial Blood Gas (ABG)
☐ Physician/Nurse Practitioners Prescription
☐ Oximetry Test Printout with date and time

Comments

[Back](#) | [Cancel](#) | [Next](#)

© Copyright 2017 ABC Benefits Corporation. All rights reserved. ®The Blue Cross symbol and name are registered marks of the Canadian Association of Blue Cross Plans, an association of independent Blue Cross plans. Licensed to ABC Benefits Corporation for use in operating the Alberta Blue Cross Plan. ®Blue Shield is a registered trade mark of the Blue Cross Blue Shield Association.

ALBERTA BLUE CROSS®

[Contact us](#) | [Help](#) | [Sign out](#)

Health provider

[Overview](#) | [Enter authorization](#) | [Reports](#) | [Resources](#) | [Your profile](#)

John Smith

Enter authorization request
Enter details - RH1 authorization

Patient information

Name	Jane Doe
Personal Health Number	987654321

Documentation details ⓘ

Please select each supporting document in your possession and enter any corresponding values.

☒ Respiratory Assessment Report
 Respiratory assessment date
☒ Arterial Blood Gas (ABG)
 ABG Test Date
 PaO2
☒ Physician/Nurse Practitioners Prescription
☒ Oximetry Test Printout with date and time
 Oximetry Test Date
 SpO2

Comments

[Back](#) | [Cancel](#) | [Next](#)

4

Supporting documentation:

You will now be asked to upload the documents that you have selected. These can be added individually or in one combined file, depending on your records. Click on **"Browse"** and select the file. For each file you have the option of adding additional comments. Click on **"Upload"** and the file will be added to the summary table. You have the option to remove any files which that were mistakenly uploaded.

Once all files have been uploaded, click on **"Process authorization."** You will now be asked to confirm that you have patient consent in a pop-up window. Click **"OK"** if you agree to proceed.

5

Authorization results:

You will receive a confirmation from Alberta Blue Cross within seconds of your submission. This will indicate whether your authorization request has been approved, rejected or pending for further review.

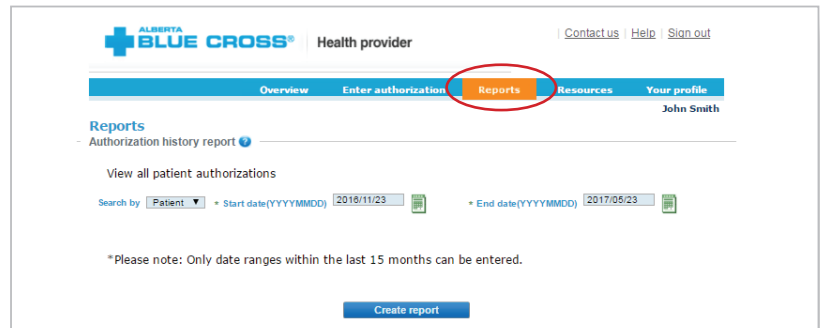
Print summary:

A printable copy of the authorization results is available by clicking on the **"Print"** command.

Easy steps to accessing reports

1 Navigate to the "Reports" menu option:

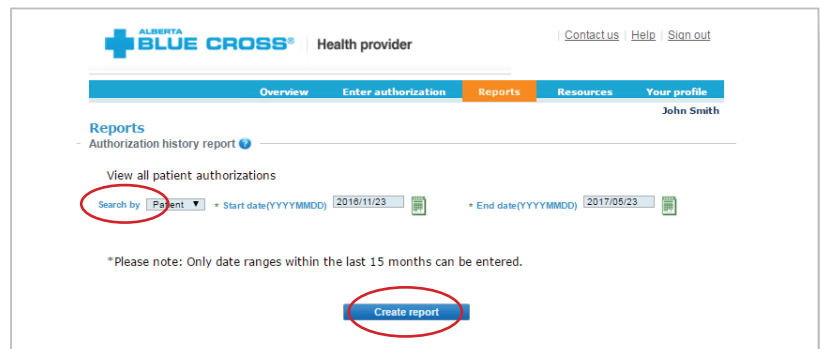
This screen allows you to pull up all authorizations for either a specific individual or those submitted by your account.



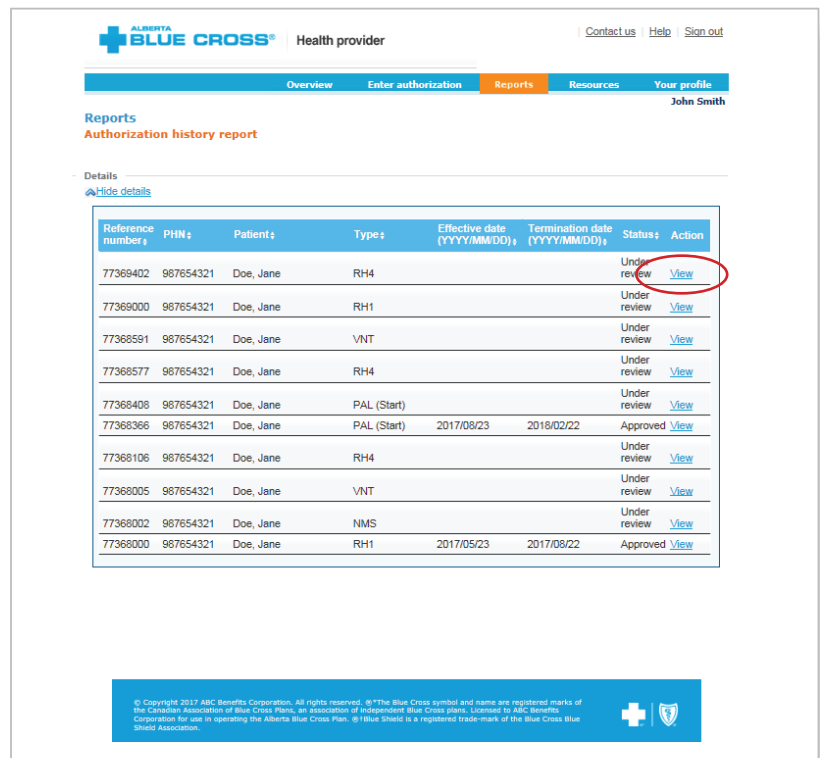
2 Authorization history report – Patient Search:

Select "Patient" in the "Search by" drop-down menu. Next, enter a start date and an end date for the claim information you wish to display (these dates must be within the previous 15 months). Then, click on "Create report."

Enter the patient's Personal Health Number and date of birth.



2a All authorizations that are active or were submitted for the selected individual within the specified time are listed on a printer-friendly screen. Reference numbers, authorization types, effective and termination dates as well as the status are all available for your reference.



2b Print summary:

By clicking on "View" in the summary table, you will see a printable version of the authorization.

- 2c A printable copy of the report results is available by clicking the **"Print"** command.

ALBERTA BLUE CROSS® Health provider | Contact us | Help | Sign out

Overview Enter authorization **Reports** Resources Your profile John Smith

Authorization results

Authorization status: Approved

Patient name: Jane Doe
PHN: 987654321

Reference number: 77368000
Authorization type: RH1
Effective date: 5/23/2017
Termination date: 8/22/2017

Print

- 3 **Authorization history report – Provider Search:**
Select **"Provider"** in the **"Search by"** drop-down menu. Next, enter a start date and an end date for the claim information you wish to display (these dates must be within the previous 15 months). Then, click on **"Create report"**.

ALBERTA BLUE CROSS® Health provider | Contact us | Help | Sign out

Overview Enter authorization **Reports** Resources Your profile John Smith

Reports
Authorization history report

View all patient authorizations

Search by: **Provider** Start date(YYYYMMDD): 2016/11/23 End date(YYYYMMDD): 2017/05/23

*Please note: Only date ranges within the last 15 months can be entered.

Create report

- 3a All authorizations that are active or were submitted by your account within the specified time are listed on a printer-friendly screen. Reference numbers, authorization types, effective and termination dates as well as the status are all available for your reference.

ALBERTA BLUE CROSS® Health provider | Contact us | Help | Sign out

Overview Enter authorization **Reports** Resources Your profile John Smith

Reports
Authorization history report

Details
Hide details

Reference number	PHN	Patient	Type	Effective date (YYYY/MM/DD)	Termination date (YYYY/MM/DD)	Status	Action
77368591	987654321	Doe, Jane	VNT			Under review	View
77368408	987654321	Doe, Jane	PAL (Start)			Under review	View
77368005	987654321	Doe, Jane	VNT			Under review	View
77368000	987654321	Doe, Jane	RH1	2017/05/23	2017/08/22	Approved	View
77367860	326358400	Baumgartner, C	VNT			Under review	View

- 3b **Print summary:**
By clicking on **"View"** in the summary table, you will see a printable version of the authorization.

ALBERTA BLUE CROSS® Health provider | Contact us | Help | Sign out

Overview Enter authorization **Reports** Resources Your profile John Smith

Authorization results

Authorization status: Approved

Patient name: Jane Doe
PHN: 987654321

Reference number: 77368000
Authorization type: RH1
Effective date: 5/23/2017
Termination date: 8/22/2017

Print

Technical information

Using the Alberta Blue Cross AADL web site, an Internet connection and your browser, you can submit authorizations online at your convenience. Most computer systems today have everything required to use this web site successfully.

We're serious about privacy and security

The confidentiality of your records is very important—to you, and to us. You are responsible for your login ID and password. They are intended for your office's use only. We protect your information in various ways, including

- encrypting all information,
- securely delivering your login ID and password,
- denying access to web site users after five consecutive, unsuccessful sign-in attempts,
- automatically signing site users out after 30 minutes of inactivity, and
- requiring written authorization before granting access to the Alberta Blue Cross AADL web site.



Contact us

For more information about access to the Alberta Blue Cross AADL web site, you can contact Alberta Blue Cross AADL team.

Phone

587-756-8629 (Edmonton and area)

1-888-828-8738 (toll free, all other areas)

Email

HealthServicesAADLINquiries@ab.bluecross.ca

<http://provider.ab.bluecross.ca/health>

The online authorization submission system
is available Monday to Sunday,
8 a.m. to 9:30 p.m. MT.

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

