

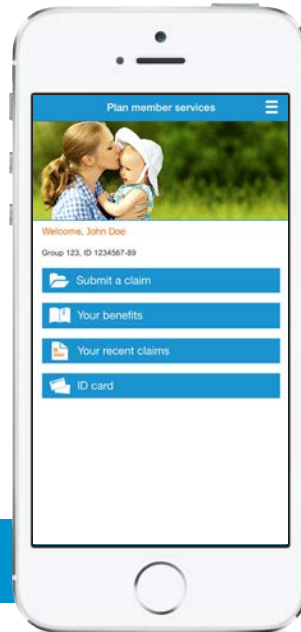
FOR YOUR Benefit

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



Submit a claim on the go

Alberta Blue Cross is making it even easier for plan members to access their benefits on the go. We recently enhanced our Alberta Blue Cross My Benefits app by adding a claims submission feature. You will be able to submit dental, vision, health and drug claims whenever and wherever you want. Download the app in the Apple Store or Google play.



A strong brand. An even stronger global alliance.

Alberta Blue Cross is pleased to announce that we now hold the exclusive license for the Blue Shield mark in Alberta.

To you, this means greater peace of mind when you travel outside of Alberta because of our strengthened alliance with the global Blue Cross Blue Shield Plan network.

Over the next six months, you'll begin to see some changes as we start to add the Blue Shield symbol onto member statements, cheques, new and replacement ID cards, brochures, advertising and more.

Who we are and what we do isn't changing. Alberta Blue Cross remains the same independent, not-for-profit health benefit provider that is recognized and trusted as one of Alberta's Top 10 Most Loved Brands and one of Alberta's Most Respected Organizations.

Be healthy. Get rewarded.

Get ready for Alberta Blue Cross's new health and wellness rewards program—Balance. Through Balance, you can earn points to redeem for a chance to win some great prizes, just for taking care of your health. To earn points, simply

- complete a confidential health risk assessment.
- learn about healthy conditions.
- set up medication reminders.
- track healthy habits and set personal goals.

You can access Balance by signing into our member site at www.ab.bluecross.ca and clicking "Balance". Dependents 16 and older can also use Balance by signing in with their ID number, which can be found on the back of your ID card. Watch for a special invitation in the mail in the coming weeks to try out Balance. Please note that Balance is available only to members of participating Alberta Blue Cross group benefit plans.



BALANCE[™]
Your life ▲ Your rewards



New orthotic, surgical stocking and orthopedic footwear claim submission requirements coming March 1, 2016

Effective March 1, 2016, we are revising our claim submission process for custom foot orthotics, surgical stockings and orthopedic footwear. These changes apply to all plans and are consistent with industry standards.

Please be aware of the following requirements when you submit your claim:

Custom foot orthotics

1. If your plan requires a Physician's Written Order, plan members must submit a **copy of a biomechanical assessment** completed by a physician, podiatrist, chiropractor or physiotherapist.
2. The foot orthotic must be dispensed by a podiatrist, chiropodist, physiotherapist, chiropractor, pedorthist or orthotist.
3. Plan members must submit a **fabrication form** completed by the orthotics provider.

Orthopedic shoes

1. If your plan requires a Physician's Written Order, plan members must submit a **copy of the original prescription** completed by a physician, podiatrist or chiropractor outlining the related medical diagnosis.
2. Orthopedic shoes must be dispensed by a podiatrist, pedorthist or orthotist.
3. Plan members must submit a **fabrication form** completed by the shoe provider.

Surgical stockings

1. If your plan requires a Physician's Written Order, plan members must submit a copy of the original prescription completed by a physician.
2. Surgical stockings must be dispensed by a licensed medical supplier.
3. Plan members must submit **written confirmation that the surgical stockings have a minimum pressure gradient of 30 mmhg.**

To view the new fabrication form and the claiming requirements checklist, visit our website at www.ab.bluecross.ca and click on *Plan members*. Then click on *Submitting a claim* and scroll down to "Extended Health Claims."

Payment rates for dental claims adjusted for 2016

Rates for the payment of dental claims for group benefit plans that reference the Alberta Blue Cross Dental Schedule and plans that pay according to Alberta Blue Cross Usual and Customary Dentals fees have been updated for 2016.



The Alberta Blue Cross Dental Schedule

The Alberta Blue Cross Dental Schedule provides a managed approach to controlling dental plan costs—which helps maintain the affordability of your benefit plan.

Increases are based on the results of an annual review of the current Dental Schedule rates, existing economic factors, other western provinces' dental association fee guides and feedback from plan members and dental providers.

Alberta Blue Cross Usual and Customary dental fees

Usual and Customary dental fees are based on recent claims data from actual marketplace billings of Alberta Blue Cross employer group dental plan participants by Alberta dental offices.

Get the most out of your dental benefits

Our goal is to provide you with information that will help you get the most out of your dental benefits. Because there is no standard of billing of dental services in Alberta, dental offices charge widely varying rates for dental services. As a result, you may face out-of-pocket costs regardless of the basis of payment for your plan.

Edmonton 780-498-8000

Calgary 403-234-9666

Toll free 1-800-661-6995

Have a question about your coverage?



We're here to help!



www.ab.bluecross.ca



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