



AADL Communication and voice benefits program

claim user guide



online claims submission

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

provider.ab.bluecross.ca/health

November 2020

AADL communication and voice benefits program: claim user guide

Introduction

Alberta Blue Cross® is pleased to offer online claim submission for Alberta Aids to Daily Living (AADL) communication and voice benefit providers. This convenient service is delivered through an easy-to-use secure website and is available at no cost to providers across Alberta. Online submission provides the convenience of direct billing for eligible services for your customers with coverage through the AADL program. You are assured of a prompt response directly from Alberta Blue Cross.

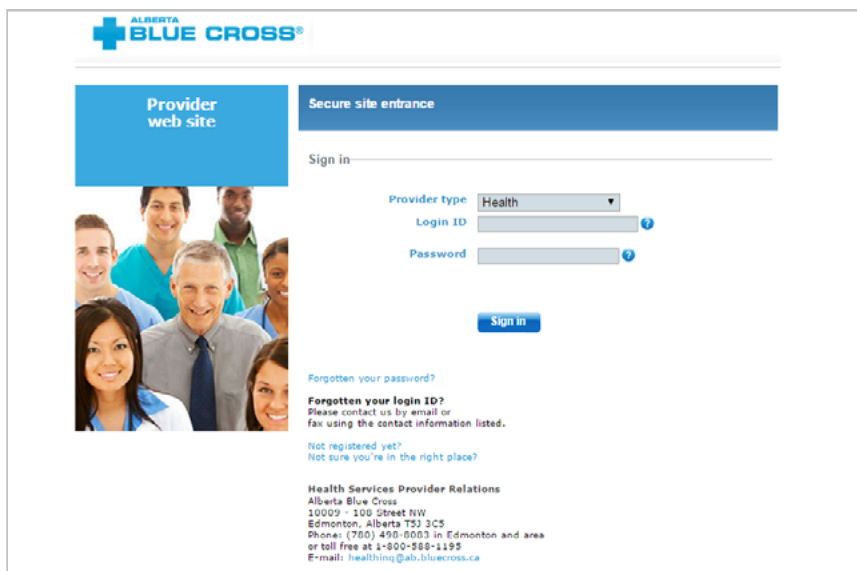
When submitting claims online, this service will predetermine the patient's coverage and confirm

- the amount Alberta Blue Cross will pay to your office, and
- the amount you will need to collect from the patient.

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 ab.bluecross.ca. If you want payments to be deposited directly into your bank account please complete the Application for Direct Deposit Funds form. This form can be faxed to

- **1-855-598-3583 (toll free) or**
- **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 login section is a blue box with the text 'Provider web site' and a photo of a diverse group of healthcare professionals. Below the login section are links for 'Forgotten your password?', 'Forgotten your login ID?', 'Not registered yet?', and 'Not sure you're in the right place?'. At the bottom, there is contact information for 'Health Services Provider Relations', including the address '10009 - 100 Street NW, Edmonton, Alberta T5J 3C5', phone numbers '(780) 498-0003' and '1-800-588-1195', and email 'healthinfo@ab.bluecross.ca'.

The Health Services AADL team at Alberta Blue Cross will create your website 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 emails, you can begin serving your patients through online authorization and claim submissions.

Getting started online

Please refer to the information in the emails Alberta Blue Cross sends you when your initial registration is approved. These emails contain your login ID and temporary password. Navigate to the Alberta Blue Cross AADL website 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 and claiming online is quick, easy and secure!

Claiming online is quick, easy and secure. After validating a patient’s identity and predetermining results, simply submit the claim for processing. Results are displayed within seconds of submission. The patient will be required to pay only the portion not covered under the AADL plan. The transaction is then complete.



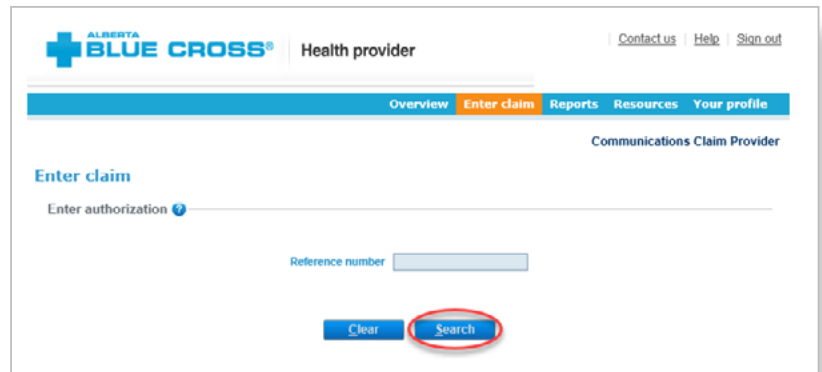
Help

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



Easy steps to submitting and processing an a claim

- 1 Navigate to the **"Enter claim"** menu option and enter the authorization reference number. Then click **"Search"**.



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Overview Enter claim Reports Resources Your profile

Communications Claim Provider

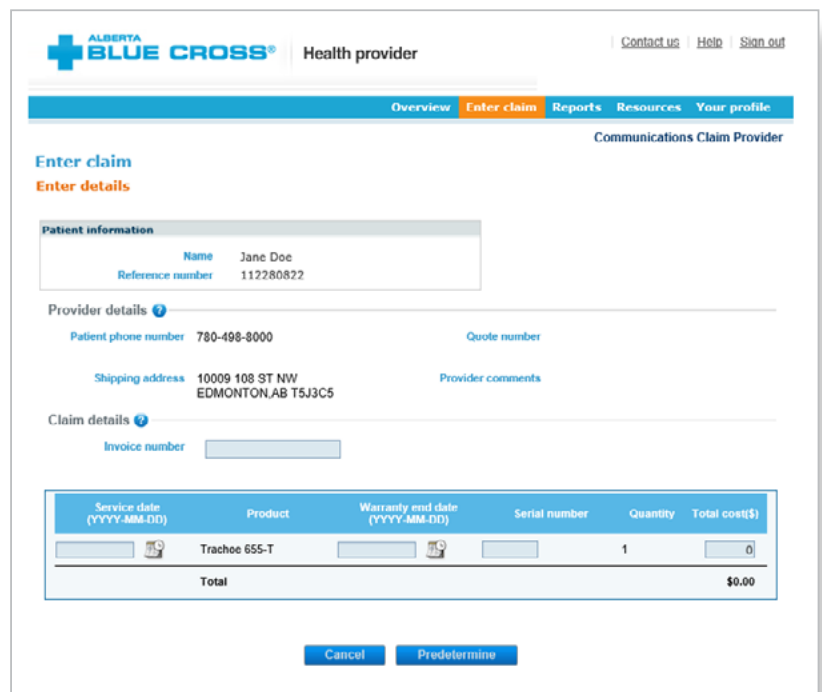
Enter claim

Enter authorization ⓘ

Reference number

Clear Search

- 2 View details from the selected authorization, including patient name, provider details (including provider comments, quote number, patient phone number and shipping address) and any claim details that have been submitted by the authorizer.



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Overview Enter claim Reports Resources Your profile

Communications Claim Provider

Enter claim

Enter details

Patient information

Name Jane Doe

Reference number 112280822

Provider details ⓘ

Patient phone number 780-498-8000 Quote number

Shipping address 10009 108 ST NW EDMONTON, AB T5J3C5 Provider comments

Claim details ⓘ

Invoice number

Service date (YYYY-MM-DD)	Product	Warranty end date (YYYY-MM-DD)	Serial number	Quantity	Total cost(\$)
	Trachee 65S-T			1	0
Total					\$0.00

Cancel Predetermine

- 4 When you are satisfied with the details entered, click **"Predetermine"**.

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Overview Enter claim Reports Resources Your profile

Communications Claim Provider

Enter claim

Enter details

Patient information

Name	Jane Doe
Reference number	112280822

Provider details

Patient phone number	780-498-8000	Quote number	
Shipping address	10009 108 ST NW EDMONTON, AB T5J3C5	Provider comments	

Claim details

Invoice number

Service date (YYYY MM DD)	Product	Warranty end date (YYYY MM DD)	Serial number	Quantity	Total cost(\$)
2020-10-16	Trachoe 855-T	2025-10-16	123456	1	180.00
Total					180.00

Cancel **Predetermine**

- 5 Predetermine is a simple inquiry into the patient's AADL benefit plan to determine available coverage. You can click **"Modify"** to go back to step 3, **"Cancel"** to exit without saving or **"Process claim"** to submit the claim online to Alberta Blue Cross for immediate processing.

Overview Enter claim Reports Resources Your profile

Communications Claim Provider

Enter claim

Predetermine

Patient information

Name	Jane Doe
Reference number	112280822

Summary

Predetermination results as of Oct 16, 2020 8:27:53 AM MDT Mountain Daylight Time.

Please note that eligibility of coverage may change based on the date of service, change in benefit, maximum being reached, coordination of benefits or coverage terminates.

Total amounts submitted:	\$180.00
AADL will pay:	\$135.00
Patient will pay:	\$45.00

**This is not a receipt*. Your claim has not been submitted.
Please click the Modify, Cancel, or Process claim button at the bottom of this page.*

Details

Show details

Patient: Jane Doe
Service provider: Communications Claim Provider

Service date (YYYY/MM/DD)	Product	Practitioner	Claimed amount	AADL contribution	Patient cost share portion	Explanation number
2020/10/16	Trachoe 855-T	Communications Practitioner	180.00	135.00	45.00	
Total			180.00	135.00	45.00	

Explanations

[Click here to print](#)

Modify Cancel **Process claim**

- 6 When you are satisfied with the details you have entered, confirm patient consent in the pop-up window. Click **"OK"** to proceed

Message from webpage

?

I have a completed Client Declaration Form in my possession or I have notified the client that their personal information is being collected and used by Alberta Health for the purpose of obtaining an AADL benefit. The information on this form is being collected and used by Alberta Health pursuant to sections 20, 21 and 22 of the Health Information Act, sections 33 and 34 of the Freedom of Information and Protection of Privacy Act (FOIPA) and the Alberta Aids to Daily Living and Extended Health Benefits Regulations. For concerns regarding the collection of personal information contact, Information and Training Coordinator, AADL Program, Alberta Health 780-427-0731 or TELUS House 13th Floor, 10020 100 Street NW, Edmonton, Alberta, T5J 0N3.

Alberta Blue Cross's privacy policy which governs our collection, use and disclosure of personal information (including personal health information) is available on our website at www.ab.bluecross.ca. If you have any questions about Alberta Blue Cross's privacy policy, please contact our Privacy Officer, Alberta Blue Cross, Blue Cross Place, 10009-108 Street, Edmonton, AB T5J 3C5. Ph: 780-498-7302

Press "OK" if you agree or "Cancel" to reconsider.

OK Cancel

- 7 Once you process the claim, you will receive a confirmation from Alberta Blue Cross within seconds of your submission.

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Overview Enter claim Reports Resources Your profile

You must provide the patient with a printed copy of this claim statement. Please click below to print.

Print Alberta Blue Cross Statement

ALBERTA BLUE CROSS®

Date: October 16, 2020
Document number: 112200997

We're here to help!
Edmonton and area (780)498-0000
Calgary and area (403)234-9666
Toll free 1-800-661-6995
8:30 a.m. - 5 p.m. MT
www.ab.bluecross.ca

Patient Name: Doe, Jane

Health claim summary

Total amount claimed	\$180.00
AADL will pay	\$135.00
Patient will pay	\$45.00

Details
Each claim you submit is assessed according to the benefit rules under the Alberta Aids to Daily Living Program.

Patient: Jane
Provider: Communications Claim Provider

Service date (YYYY/MM/DD)	Product or service	Practitioner	Claimed amount	AADL contribution	Patient cost share portion	Explanation number ^a
2020/10/18	Trachea 655-T	Communications Practitioner	180.00	135.00	45.00	
Total			\$ 180.00	\$ 135.00	\$ 45.00	

Please retain for your records

- 8 A printable copy of the patient's *Claim Statement* displays. Click **"Print"**. You must provide the patient with a printed copy of the *Claim Statement*.

Note: If a product or service is not related to a specific patient (such as a repair or stock item), please use the generic patient ID.

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Overview Enter claim Reports Resources Your profile

You must provide the patient with a printed copy of this claim statement. Please click below to print.

Print Alberta Blue Cross Statement

ALBERTA BLUE CROSS®

Date: October 16, 2020
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Calgary and area (403)234-9666
Toll free 1-800-661-6995
8:30 a.m. - 5 p.m. MT
www.ab.bluecross.ca

Patient Name: Doe, Jane

Easy steps to accessing reports

- 1 Navigate to the **"Reports"** menu option. This screen allows you to view all authorizations and claims for a specific individual or those submitted through your account.

The screenshot shows the 'Health provider' login page for Alberta Blue Cross. The navigation bar includes 'Overview', 'Enter claim', 'Reports' (highlighted with a red circle), 'Resources', and 'Your profile'. Below the navigation bar, the 'Reports' section is active, showing 'Authorization history report' and 'View all patient authorizations'. Search filters for 'Provider', 'Start date' (2020/04/16), and 'End date' (2021/01/16) are visible. A 'Create report' button is at the bottom.

- 2 For an authorization history report by provider, select provider from the drop-down menu. Enter a start and end date for the claim information you wish to display (up to a maximum of the last fifteen months and three months into the future), then click **"Create report"**.

This screenshot is similar to the previous one, but with additional red circles highlighting the 'Search by' dropdown menu and the 'Create report' button. The 'Reports' menu is still highlighted in the navigation bar.

- a. All authorizations that are active or were submitted through 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.
- b. To access a printable version of the authorization, click **"View"** in the summary table.
- c. A printable copy of the report results is available by clicking **"Print"**.

The screenshot shows the 'AADI Communication Reports' section. Below the 'Authorization history report' heading, there is a 'Details' section with a 'Hide details' link. A table displays authorization information. The 'View' button in the 'Action' column is highlighted with a red circle.

Reference number	Patient	Type	Effective date (YYYY/MM/DD)	Termination date (YYYY/MM/DD)	Status	Action
112280805	Doe, Jane	SGCD/ Equipment Purchase			Under review	View

* This authorization was previously self-submitted.

Authorization results

Communications Claim Provider

Authorization status

Patient name: Jane Doe
 Patient phone number: 7004900000
 Reference number: 112200005
 Submission date: 2020-10-14
 Practitioner name: Communications Practitioner
 Practitioner phone number: N/A
 Provider name: Communications Claim Provider
 Provider phone number: N/A
 Provider comments
 Shipping address 10009 108 St
 Edmonton, AB T5J3C5

Quote number

Serial number

Product	Quantity	Total cost(\$)	Status	Explanation number
iPad 04 GB SGCD Package	1.00	1,000.00	Under review	
Total		\$1,000.00		

Explanations

Print

3

For an authorization history report by authorization number, select reference number from the drop-down menu and enter the number, then click **"Create report"**.

a. To access a printable version of the authorization, click **"View"** in the summary table.

b. A printable copy of the report results is available by clicking **"Print"**.



Health provider

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Communications Claim Provider

Reports

Authorization history report

View all patient authorizations

Search by Reference number

Create report



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Communications Claim Provider

AADL Communication Reports

Authorization history report

Details

Hide details

Reference number	Patient	Type	Effective date (YYYY/MM/DD)	Termination date (YYYY/MM/DD)	Status	Action
112200005	Doe, Jane	SGCD/ Equipment Purchase			Under review	View

* This authorization was previously self-submitted


4

Alberta Blue Cross will make payments to your office once daily. The *Outstanding payment report* lists all transactions that are remaining to be paid and allows you to cancel a claim.

Authorization results

Authorization status				
Patient name: Jane Doe				
Patient phone number: 7804988000				
Reference number: 112280805				
Submission date: 2020-10-14				
Practitioner name: Communications Practitioner				
Practitioner phone number: N/A				
Provider name: Communications Claim Provider				
Provider phone number: N/A				
Provider comments				
Shipping address 10009 108 St Edmonton, AB T5J3C5				
Quote number				
Serial number				
Product	Quantity	Total cost(\$)	Status	Explanation number
iPad 64 GB SGCD Package	1.00	1,000.00	Under review	
Total		\$1,000.00		
Explanations				


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Communications Claim Provider

Reports


- Authorization history report 

View all patient authorizations

Search by Start date(YYYYMMDD)  End date(YYYYMMDD) 


*Please note: Only date ranges up to 3 months in the future or within the last 15 months can be entered.

[Create report](#)

- Outstanding payment report 

View all claims remaining to be paid as of October 16, 2020

[Create report](#)



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[Enter claim](#)
[Reports](#)
[Resources](#)
[Your profile](#)

Communications Claim Provider

AADL Communications Reports

Outstanding payment report

Provider of service [Need help cancelling a claim?](#) 

- Details

[Hide details](#)

Service date YYYYMM/DD	Patient name	Product or service	Amount claimed(\$)	AADL contribution(\$)	Document number	Action
2020/10/16	Doe, Jane	Trachoe 655-T	180.00	135.00	112280997	View Cancel
Total			\$180.00	\$135.00		

[Click here to print](#)

- 5 To cancel a claim, click the “Cancel” hyperlink. If the hyperlink is inactive, either the payment run is in progress or the document has exceeded the cancellation timeframe and the claim cannot be cancelled online.

The screenshot shows the 'Outstanding payment report' for AADL Communication. It includes a table with columns: Service date, Patient name, Product or service, Amount claimed(\$), AADL contribution(\$), Document number, and Action. The table lists a claim for 2020/10/16 for Doe, Jane, for Trachoe 655-T, with an amount claimed of 180.00 and an AADL contribution of 135.00. The document number is 112280997. The 'Action' column has a 'View' link and a 'Cancel' link (highlighted with a red circle). Below the table is a 'Click here to print' link.

Service date YYYY/MM/DD	Patient name	Product or service	Amount claimed(\$)	AADL contribution(\$)	Document number	Action
2020/10/16	Doe, Jane	Trachoe 655-T	180.00	135.00	112280997	View Cancel
Total			\$180.00	\$135.00		

- 6 If you choose to cancel a claim, you will be asked for the reason. A drop-down menu lists the common reasons. If you select other, please provide the reason. When cancelling a claim, all claims associated with the document number must be cancelled.

The screenshot shows the 'Cancellation Review' page. It includes a table with columns: Service date, Patient, Service, Amount claimed(\$), Alberta Blue Cross paid(\$), and Document number. The table lists a claim for 2020/10/16 for Doe, Jane, for Trachoe 655-T, with an amount claimed of 180.00 and an Alberta Blue Cross paid amount of 135.00. The document number is 112280997. Below the table is a 'Cancellation reason' section with a drop-down menu (highlighted with a red circle) showing options: 'Additional services provided', 'Claim entered in error', and 'Other'. There are 'OK' and 'Cancel' buttons.

Service date YYYY/MM/DD	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number
2020/10/16	Doe, Jane	Trachoe 655-T	180.00	135.00	112280997

- 7 Once the transactions have been paid, they will be removed from the *Outstanding payment report* and will appear on the *Payment history report*. You can view payment history for the last six months.

The screenshot shows the 'Payment history report' page. It includes a 'Payment Date' drop-down menu (highlighted with a red circle) with a 'Choose one' option. Below the menu is a link to register for direct deposit: <https://www.ab.bluecross.ca/pdfs/82928.pdf>. There are 'Create summary' and 'Export summary' buttons. Below these is a section for selecting a start and end date. The 'Start date' is 2020/10/16 and the 'End date' is 2020/10/16. There are 'Create report' and 'Export report' buttons.

To access your provider summary and claim statement, select the EFT payment date from the below drop-down menu.

Payment Date: Choose one

In order to access provider statements online, please register for direct deposit. To register, visit our website at <https://www.ab.bluecross.ca/pdfs/82928.pdf>

Create summary Export summary

To access payment history, please select a start and end date.

Start date(YYYYMMDD) 2020/10/16 End date(YYYYMMDD) 2020/10/16

*Please note: Only date ranges within the previous 6 months can be entered.

Create report Export report

8

To view a printable version of a summary of a particular payment, select the payment date and click **"Create summary"**. Alternatively, you can enter a start and end date to see a printable report of all payments within the specified dates.

Payment history report

To access your provider summary and claim statement, select the EFT payment date from the below drop-down menu.

Payment Date:

In order to access provider statements online, please register for direct deposit. To register, visit our website at <https://www.ab.bluecross.ca/pdfs/82928.pdf>

Create summary **Export summary**

To access payment history, please select a start and end date.

Start date(YYYYMMDD): End date(YYYYMMDD):

*Please note: Only date ranges within the previous 6 months can be entered.

Create report **Export report**

ALBERTA BLUE CROSS®

Payment History Report
for October 16, 2020 - October 16, 2020

Communications Claim Provider
10009 106 St
Edmonton, AB, T5J3C5

Provider of service: AADL Communication

Service date (YYYYMMDD)	Patient	Product or service	Amount claimed(\$)	AADL contribution (\$)	Patient cost share portion(\$)	Patient upgrade charge(\$)	Document number	Invoice number	Authorization reference number
No items were found									

9

To print a copy of the patient's claim statement, enter the authorization reference number. Then click **"Search"** to display a printable copy of the patient claim statement.

Patient claim statements

Find a patient and reproduce a Claim statement

*Please note: Only claim statements obtained by the patient within the last year will appear.

Create claim statement

Reports

Patient claim statements

Please note: Only claim statements obtained by the patient within the last year will appear.

Enter authorization

Reference number:

Clear **Search**

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Overview Enter claim **Reports** Resources Your profile

Choose another Claim Statement for this individual. You must provide the patient with a printed copy of this claim statement. Please click below to print.

Back **Print Alberta Blue Cross Statement**

ALBERTA BLUE CROSS® Date: October 16, 2020
Document number: 112280997

Patient Name: Doe, Jane

Health claim summary

Total amount claimed	\$100.00
AADL will pay	\$135.00
Patient will pay	\$45.00

Details
Each claim you submit is assessed according to the benefit rules under the Alberta Aids to Daily Living Program.

Patient: Jane
Provider: Communications Claim Provider

Service date (YYYYMMDD)	Product or service	Practitioner	Claimed amount	AADL contribution	Patient cost share portion	Explanation number*
2020/10/16	Trachoe 655-T	Communications Practitioner	180.00	135.00	45.00	
Total			\$180.00	\$135.00	\$45.00	

Please retain for your records

Technical information

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



Contact us

For more information about access to the Alberta Blue Cross AADL website, 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

provider.ab.bluecross.ca/health

The online claims 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.

