



HOSPITAL PROVIDER USER GUIDE

Online claims submission



HOSPITAL PROVIDER USER GUIDE— ONLINE CLAIMS SUBMISSION

Alberta Blue Cross offers online claims submission for health services providers. This convenient service is delivered through an easy-to-use secure website—available at no cost to health providers across Alberta.

Online submission provides the convenience of direct billing for eligible services for your customers with coverage through Alberta Blue Cross group plans, individual plans and those with coverage through ASEBP. You are assured of prompt payment directly from Alberta Blue Cross, while retaining existing customers and gaining a competitive advantage over providers who may choose not to submit claims online.

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, complete the Request for Secure Website Access web form and the Application for Direct Deposit of Funds form. Details about completing these forms can be accessed at ab.bluecross.ca.

Please mail or fax your completed forms to

Health Provider Services, Alberta Blue Cross
10009 108 Street,
Edmonton, Alberta
T5J 3C5
Fax: 780-498-3544

The Health Provider Services 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 of these emails, you can begin serving your customers through online claims submission.

Getting started online

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 Online Health Provider site at provider.ab.bluecross.ca/health and enter the login ID and password.

You will be asked to agree to the Website 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.

Claiming online is quick, easy and secure!

After validating a patient's identity and predetermining results as confirmed by the patient, you simply submit the claim for processing. Within seconds of submission, results are displayed. The patient will be required to pay only the portion not covered under their benefit 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 has answers to questions that are frequently asked about the section.



EASY STEPS TO SUBMIT AND PROCESS A CLAIM

1. Enter the patient's information

Navigate to the "Enter claim" menu option and enter the patient's ID number and group number exactly as they appear on their Alberta Blue Cross or ASEBP ID card. Then ask the patient for their date of birth, enter the date and click the "Search" button.

Note

If you're submitting a claim for a returning patient, you can enter their last and first name to populate the ID number, group number and date of birth fields.

2. Verify whether the patient has Coordination of Benefits

Confirm if the patient has other active coverage and if payment has been made by another benefit carrier or provincial plan.

If "No": continue below.

If "Yes": continue to page 6.

3. Invoice details

Enter your invoice, account or patient number in the invoice number field. If you do not assign any number, leave the field blank.

4. Enter details

Enter the admission date and the discharge date, then select the service type from the drop-down menu, and input the total cost. Click "Add claim." Repeat these steps for each service being considered.

When you are satisfied with the details you have entered, click the "Predetermine" button.

Please refer to article 4.4 in the Online Services Billing Agreement for more information regarding the service date.

Note

There may be some circumstances when a claim cannot be processed electronically.

You will receive a notification on this screen and these claims will have to be submitted manually by the patient to Alberta Blue Cross.

Enter claim

Enter details

Patient information

Name	Jones, Alberta
ID number	4124559-58
Group number	99

Claim type ?

Provider of service: Hospital

Invoice details ?

Invoice number: 123456

Claim details ?

Admission date (YYYY-MM-DD):

Discharge date (YYYY-MM-DD):

Service: - Choose one -

Total cost (\$):

Add claim

Admission date (YYYY-MM-DD)	Discharge date (YYYY-MM-DD)	Service	Total cost (\$)		
2019-05-27	2019-05-31	Active Treatment Hospital - Private Room	200.00	Modify	Remove
2019-05-27	2019-05-31	Hospital Theme Room	50.00	Modify	Remove
			\$250.00		

Cancel
Predetermine

5. Predetermine

This is a simple inquiry into the patient's benefit plans to determine the coverage available. You can click "Modify" to go back to step 2, "Cancel" to exit without saving or "Process claim" to submit the claim online to Alberta Blue Cross for immediate processing.

Predetermination results as of Jun 5, 2019 0:12 AM 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 amount submitted:	\$250.00
Plan(s) will pay:	\$250.00
Balance remaining:	\$0.00

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

Hide details

Patients/Alberta
Service provider: ABC Medical Lab

Admission date (YYYY/MM/DD)	Discharge date (YYYY/MM/DD)	Service	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number
2019/05/27	2019/05/31	Hospital Theme Room	50.00	50.00	0.00	50.00	
2019/05/27	2019/05/31	Active Treatment Hospital - Private Room	200.00	200.00	0.00	200.00	
Total			\$250.00	\$250.00	\$0.00	\$250.00	

[Click here to print](#)

Modify
Cancel
Process claim

6. Process claim

You will receive a confirmation from Alberta Blue Cross within seconds of your submission.

A printable copy of the patient's claim statement is displayed. Simply click "Print."

You must provide the patient with a printed copy of the "Claim statement".

The screenshot shows the Alberta Blue Cross Health provider interface. At the top, there are navigation tabs: Overview, Enter claim, Reports, Resources, and Your profile. A message box states: "You must provide the patient with a printed copy of this claim statement. Please click below to print." Below this message is a button labeled "Print Alberta Blue Cross Statement".

On the right side, there is contact information for Alberta Blue Cross, including phone numbers for Edmonton and Calgary, and a toll-free number. It also lists the patient's name (Jones, Alberta), ID number (4124559-56), and group/section (99 Section: TST).

The "Health claim summary" section contains a table:

Total amount claimed	\$250.00
Total amount not paid	\$50.00
Amount paid	\$200.00

The "Details" section includes a table with columns for Admission date, Discharge date, Product or service, Claimed amount, Eligible amount, Other plan paid, This plan paid, and Explanation number*.

Admission date (MM/DD)	Discharge date (MM/DD)	Product or service	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number*
2019/05/27	2019/05/31	Active Treatment	200.00	200.00	0.00	200.00	
2019/05/27	2019/05/31	Hospital - Private Room	50.00	0.00	0.00	0.00	16571
Total			\$ 250.00	\$ 200.00	\$ 0.00	\$ 200.00	

Below the table, there is an "Explanations" section with a note: "16571 We are unable to process this claim electronically. In order to assess this claim, please have the patient submit a completed claim form and original paid in full receipts. Photocopies or charge card receipts are not acceptable."

The "Acknowledgment" section contains a paragraph of text and a list of three bullet points regarding the provider's consent to share information with Alberta Blue Cross.

At the bottom right, there is a note: "Please retain for your records".

STEPS FOR ONLINE SUBMISSION WITH COORDINATION OF BENEFITS BETWEEN ALBERTA BLUE CROSS AND ANOTHER BENEFIT CARRIER

1. Patient has Coordination of Benefits

Click "Yes" if a portion of this claim has already been paid by another benefit carrier and if you would like to submit the remaining amount to this plan.

The screenshot shows the 'Enter claim' page for a health provider. Under the 'Coordination of benefits information' section, there are two questions with radio button options for 'Yes' and 'No'. The first question is 'Is the patient entitled to receive comparable benefits from any other insurance company, health benefit company or Alberta Blue Cross Plan?' and the second is 'If the claim was submitted through another benefit carrier or provincial plan, would you like to submit the remaining amount to this plan?'. Both 'Yes' options are circled in red. The patient information shows Name: Jones, Alberta, ID number: 4124559-58, and Group number: 99.

2. Enter the amount paid

Enter the amount paid by the other benefit carrier for each claim line. If payments have been made by two or more other benefit carriers, combine the amount paid and enter one total for each claim line.

Enter details

Select a service, enter the total cost and the provider name, then click "Add claim."

Repeat the same process until all lines have been entered, then click "Predetermine."

The screenshot shows the 'Enter details' section of the 'Enter claim' page. It includes fields for 'Patient information', 'Claim type', 'Provider of service' (Hospital), 'Invoice details' (Invoice number: 654321), and 'Claim details' (Admission date, Discharge date, Service, Total cost, Other plan paid). The 'Add claim' button is circled in red. Below the form is a table with the following data:

Admission date (YYYY-MM-DD)	Discharge date (YYYY-MM-DD)	Service	Total cost (\$)	Other plan paid (\$)		
2019-05-20	2019-05-24	Active Treatment Hospital - Private Room	100.00	50.00	Modify	Remove
2019-05-20	2019-05-24	Hospital Theme Room	50.00	25.00	Modify	Remove
			\$150.00	\$75.00		

The 'Predetermine' button is also circled in red.

3. Predetermine

This is a simple inquiry into the patient's benefit plans to determine the coverage available. You can click "Modify" to go back to step 2, "Cancel" to exit without saving or "Process claim" to submit the claim online to Alberta Blue Cross for immediate processing.

ABC Medical Lab

Enter Hospital claim

Predetermine

Patient information

Name	Jones, Alberta
ID number	4124559 50
Group number	99

Summary

Predetermination results as of Jun 5, 2019 9:20 AM 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 amount submitted:	\$150.00
Plan(s) will pay:	\$75.00
Balance remaining:	\$75.00

***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

[Hide details](#)

Patient: Alberta
Service provider: ABC Medical Lab

Admission date (YYYY/MM/DD)	Discharge date (YYYY/MM/DD)	Service	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number
2019/05/20	2019/05/24	Hospital Theme Room	50.00	50.00	25.00	25.00	
2019/05/20	2019/05/24	Active Treatment Hospital - Private Room	100.00	100.00	50.00	50.00	
Total			\$150.00	\$150.00	\$75.00	\$75.00	

[Click here to print](#)

Modify
Cancel
Process claim

4. Process claim

You will receive a confirmation from Alberta Blue Cross within seconds of your submission.

A printable copy of the patient's claim statement is displayed. Click the "Print" command on the screen. You must provide the patient with a printed copy of the claim statement.

Health provider
Contact us | Help | Sign out

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

Date: June 5, 2019
Document number: 100004906

We're here to help!

Edmonton and area (780)498-8000
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: Jones, Alberta
ID number 4124559-50
Group: 99 Section: TST

Health claim summary

Total amount claimed	\$150.00
Other plan paid	\$50.00
Total amount not paid	\$50.00
Amount paid	\$50.00

Details

Each claim you submit is assessed according to the rules of your benefit plan. Please refer to the explanations near the end of this statement for descriptions of terms, and to your benefit booklet for plan details.

Patient: Alberta
Service provider: Foothills Medical Centre

Admission date (YYYY/MM/DD)	Discharge date (YYYY/MM/DD)	Product or service	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number*
2019/05/20	2019/05/24	Active Treatment Hospital - Private Room	100.00	100.00	50.00	50.00	
2019/05/20	2019/05/24	Hospital Theme Room	50.00	0.00	0.00	0.00	16571
Total			\$ 150.00	\$ 100.00	\$ 50.00	\$ 50.00	

EASY STEPS TO ACCESS REPORTS

1. Reports

This screen allows you to pull up all claims waiting to be paid, history of settled claims and individual statements.

Outstanding payment report

Alberta Blue Cross will make payments to your office daily at midnight. This report lists all remaining transactions. It also allows you to cancel claims.

Payment history report

Once the transactions have been paid, they will be removed from the "Outstanding payment report" and will appear on the "Payment history report". Once payment has been issued, you can view and print the claims statement.

Patient claim statements

This allows you to print a copy of the patient claim statements.

Note

Sort: This is currently available for outstanding payment reports and patient claim statements. You can sort the column by clicking on the double-headed arrow, located beside the column title.



Details

[Hide details](#)

Service date (YYYY/MM/DD)	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number	Cancel claim
2013/12/20	Smith, John	Chiropractic Treatment	100.00	100.00	47762909	Cancel
2013/12/29	Smith, John	Chiropractic Treatment	100.00	100.00	47762909	Cancel
2014/01/05	Smith, John	Chiropractic Treatment	100.00	100.00	47762909	Cancel
2014/01/01	Lee, Mark	Chiropractic Treatment	250.00	0.00	47762885	Cancel
Total			\$550.00	\$300.00		



Help: For additional information, click the help button (blue button with a question mark). The help button has answers to questions that are frequently asked about the section.

2. Outstanding payment report

If your clinic is registered with several provider types, please select the provider type for this report from the drop-down menu.

If your clinic is registered as an individual provider type, the "Provider of service" field will be populated automatically.

Alberta Blue Cross will make payment runs daily at midnight. The outstanding payment report lists all transactions that are remaining to be paid. Once the transactions have been paid, they will be removed from this report and appear on the payment history report.

Provider of service Hospital

*Please note: If there are any claims to be cancelled, they can be viewed and cancelled within this report.

Create report

Hospital Reports
Outstanding payment report

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

Details
Hide details

Admission date YYYY/MM/DD	Discharge date YYYY/MM/DD	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number	Action
2019/05/20	2019/05/24	Jones, Alberta	Active Treatment Hospital - Private Room	100.00	50.00	100004906	View Cancel
2019/05/20	2019/05/24	Jones, Alberta	Hospital Theme Room	50.00	0.00	100004906	View Cancel
2019/05/27	2019/05/31	Jones, Alberta	Active Treatment Hospital - Private Room	200.00	200.00	100004903	View Cancel
2019/05/27	2019/05/31	Jones, Alberta	Hospital Theme Room	50.00	0.00	100004903	View Cancel
2019/05/06	2019/05/07	Jones, Alberta	Active Treatment Hospital - Private Room	50.00	0.00	100004859	View

3. Payment history reports

If your clinic is registered with multiple provider types and has single sign on, select the provider type for this report from the drop-down menu.

If your clinic is registered as an individual provider type, the "Provider of service" field will be populated automatically.

Enter a start and end date for the claim information you wish to display (these dates must be within the previous six months).

All transactions that have been paid by Alberta Blue Cross to your office, within the specified time, are listed on a printer-friendly screen. Statement IDs, document numbers and invoice numbers are included for your reference, as well as details about each patient's claim.

Provider of service Hospital

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

Payment Date - Choose one -

Create summary Export summary

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

Start date(YYYYMMDD) 2019/06/05 End date(YYYYMMDD) 2019/06/05

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

Create report Export report

Note

Use the "Export" button to receive a copy of your payment history report in a csv file.

ALBERTA BLUE CROSS

ABC Medical Lab
Po Box 1980 Stn M
Calgary, AB, T2P4Z7

Provider of service: Hospital

Payment History Report
for May 1, 2019 - June 5, 2019

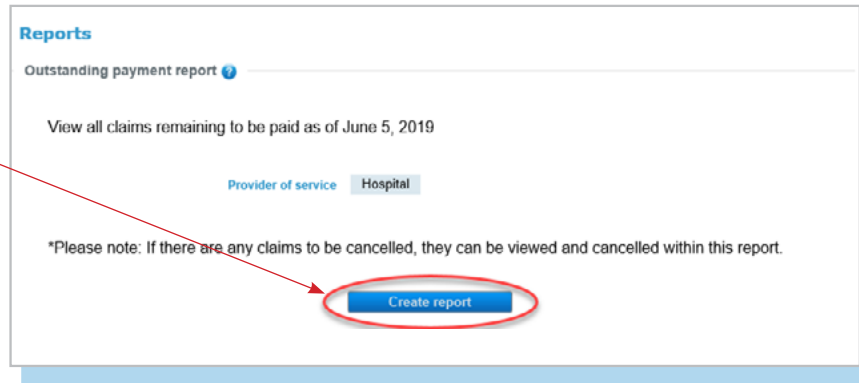
Admission date	Patient	Product or service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number	Invoice number
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EASY STEPS TO CANCEL A CLAIM

1. Outstanding payment report

If your clinic is registered with multiple provider types and has single sign on, please select the provider type for this report from the drop-down menu.

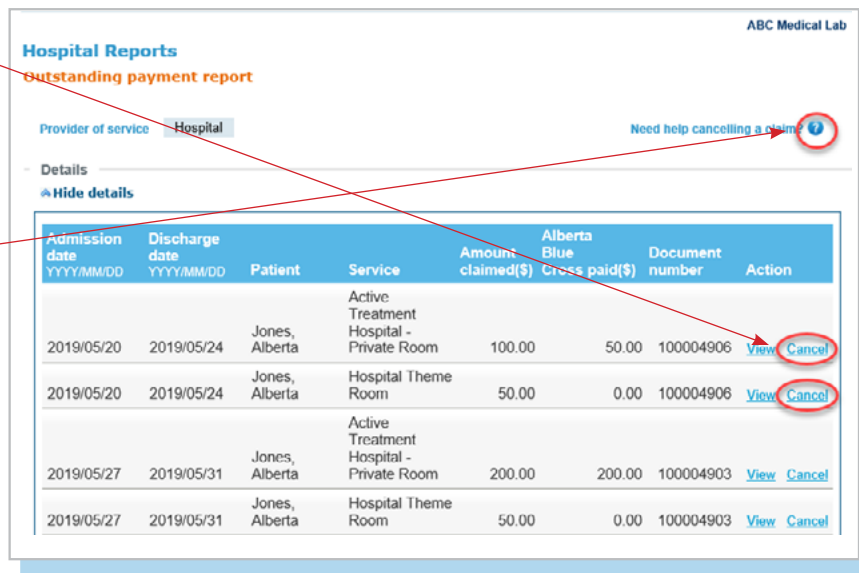
If your clinic is registered as an individual provider type, the "Provider of service" field will be populated automatically.



2. Cancel

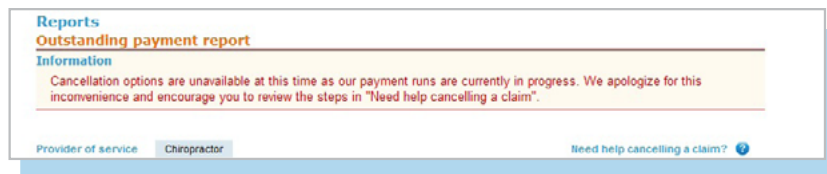
To cancel a claim, click the hyperlink.

If the cancellation 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. Please refer to the help icon for further instructions about how to cancel your claim.



Note

If a payment run is in progress, you will receive notification that the claim cannot be cancelled.



3. Cancellation review

If you choose to cancel a claim, you will be asked for the reason. A drop-down menu lists common reasons.

When cancelling a claim, all claims associated with the document number must be cancelled.

If you select "Other", please provide the reason.

ALBERTA BLUE CROSS

Cancellation Review
Please review claims listed below. Enter a cancellation reason and press the Ok button to submit for cancellation. If you no longer wish to cancel the claims listed below, press the Back button.

Details

Need help cancelling a claim? [?](#)

Admission date YYYY/MM/DD	Discharge date YYYY/MM/DD	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number
2019/05/27	2019/05/31	Jones, Alberta	Active Treatment Hospital - Private Room	200.00	200.00	100004903
2019/05/27	2019/05/31	Jones, Alberta	Hospital Theme Room	50.00	0.00	100004903

Cancellation reason: Select one -
Additional services provided
Claim entered in error
Other

Admission date YYYY/MM/DD	Discharge date YYYY/MM/DD	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number
2019/05/27	2019/05/31	Jones, Alberta	Active Treatment Hospital - Private Room	200.00	200.00	100004903
2019/05/27	2019/05/31	Jones, Alberta	Hospital Theme Room	50.00	0.00	100004903

Cancellation reason: Other

4. Cancellation

Once a claim has successfully been cancelled, it will appear at the top of the screen as confirmation.

Hospital Reports

Outstanding payment report

Information
Claims for Alberta Jones submitted on May 27, 2019 have been cancelled.

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

Details
[Hide details](#)

Admission date YYYY/MM/DD	Discharge date YYYY/MM/DD	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number	Action
2019/05/20	2019/05/24	Jones, Alberta	Active Treatment Hospital - Private Room	100.00	50.00	100004906	View Cancel
2019/05/20	2019/05/24	Jones, Alberta	Hospital Theme Room	50.00	0.00	100004906	View Cancel

TECHNICAL INFORMATION

Using the Health Services Provider site, an Internet connection and your browser, you can submit claims 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 Health Services Provider site.

CONTACT US

For more information about access to the Health Services Provider site, contact Alberta Blue Cross Health Provider Service Relations at

- 780-498-8083 (Edmonton and area),
- toll free at 1-800-588-1195 (all other areas), or
- email at healthinq@ab.bluecross.ca.

The online claims submission system is available Monday to Sunday, 8 a.m. to 9:30 p.m. Mountain Time.

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



provider.ab.bluecross.ca/health

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