

MASSAGE THERAPY PROVIDER USER GUIDE

Online claims submission

MESSAGE THERAPY PROVIDER USER GUIDE— ONLINE CLAIMS SUBMISSION

Alberta Blue Cross® is pleased to offer online claims submission for health services providers. This convenient service is delivered through an easy-to-use secure website and is 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, you must complete the Request for Secure Web Site Access web. Details about completing this form can be accessed at ab.bluecross.ca.

The Provider Agreements and Administration 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

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 [Online Health Provider site](#) and enter the login ID and password.

You will be asked to agree to the Web Site Policy and Online Billing Agreement, update your banking information, 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.

A video tutorial of the Online Health Portal is available on our public website at ab.bluecross.ca.

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 UPDATE BANKING INFORMATION

1. Banking information notification

When you login to the Online Health Portal (OHP) for the first time, you will be prompted to enter your banking information before proceeding to claim submission.

Note

Please confirm your bank account details with your banking institution before moving onto the next step.

The screenshot shows the Alberta Blue Cross Health provider portal. The user is Jane Smith. A modal window is displayed with the following text:

Please be advised. Your banking information needs to be updated to proceed with claim submission.

To update your banking information, navigate to "Your Profile" and select "Change banking information". Please double check your entry to ensure your banking information is accurate - this information will be added to our system as entered on this form.

If you have any questions or concerns, please contact Alberta Blue Cross Provider Relations at 1-800-500-1195.

Buttons: OK

2. Update banking information

Enter the transit, institution, and account number as confirmed by your banking institution. Verify this information and enter these numbers again to ensure payment is made to the correct account.

The screenshot shows the Alberta Blue Cross Health provider portal. The user is Jane Smith. The page is titled "Your profile" and "Change banking information". The form is titled "Enter your new Bank account information" and contains the following fields:

- *Transit number
- *Institution number
- *Account number

Below the first set of fields, there is a section titled "Please enter your new Bank information again as a precaution to prevent errors" with the same three fields:

- *Transit number
- *Institution number
- *Account number

Buttons: Reset, Update

3. Banking information confirmation

Once the banking information is saved you will be shown a prompt that confirms your banking information has been successfully update. You will also receive an email confirming the changes to your account.

The screenshot shows the Alberta Blue Cross Health provider portal. The user is Jane Smith. The page is titled "Your profile" and "Confirm banking information". A yellow information box displays the following message:

Information
Banking information updated successfully

Below the message, there is a table showing the updated banking information:

Transit number	Institution number	Account number	Effective date
11111	111	111111111	1/7/2023

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.

ALBERTA BLUE CROSS® Health provider

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Overview Enter claim Reports Resources Your profile

Jane Smith

Enter claim

Enter patient

Enter a returning patient Enter a new patient

Note: patients who have not had a claim submitted in the last six months will have to be entered as a new patient.

Enter patient name Last name, First name

ID number

Group number

Date of birth(YYYY-MM-DD)

Clear Search

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 8.

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Overview Enter claim Reports Resources Your profile

Jane Smith

Enter claim

Coordination of benefits information

Patient information	
Name	Doe, Jamie
ID number	24261009-01
Group number	99

COB information

Is the patient entitled to receive comparable benefits from any other insurance company, health benefits company or Alberta Blue Cross Plan?

☐ Yes ☐ No

Cancel Next

If "Yes", and the patient has active coverage with another benefit carrier, continue to the COB section on page 9.

3. Provider type

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.

ALBERTA BLUE CROSS® Health provider

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Overview Enter claim Reports Resources Your profile

Jane Smith

Enter claim

Provider of service

Patient information	
Name	Doe, Jamie
ID number	24261009-01
Group number	99

Claim type

Provider of service - Choose one -

4. Enter details

Select a service then enter the total number of hours and the total cost. Using the drop-down menu, select the practitioner who performed the service. If you have not previously added the practitioner details, you will need to add them into the system.

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.

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Overview **Enter claim** Reports Resources Your profile

Jane Smith

Enter claim

Enter details

Patient information

Name	Doe, Jamie
ID number	24261009-01
Group number	99

Claim type ⓘ

Provider of service **Message Therapist**

Claim details ⓘ

Service date (YYYY-MM-DD) ⓘ

Service **Message Therapy** ▼

Number of hours

Total cost (\$)

Practitioner **- Choose one -** ▼ [Practitioner details](#)

- 4a.** To add a practitioner to the system, click "Add practitioner". A new window will pop up, asking for practitioner information. Enter the details as required, and click "OK". The system will validate the practitioner in real time.

Note

Before adding a practitioner to your drop down menu, you must first submit the [Request to add a practitioner to your account for online direct billing](#).

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Add your practitioner

Please fill in the required fields to add a provider

General Information

First name

*Last name *Include last name only

*Association/College number

***Required fields**

Cancel **OK**

Note

If you add a practitioner who isn't eligible to perform a service on the given date, the error message "Practitioner is not eligible on the date of service" will appear. At this point, you will be unable to continue entering claim details.

If you add a practitioner who is not registered in our system, the error message "Unable to locate practitioner" will appear. At this point, you will be unable to continue entering claim details.

If you receive either of these messages, please contact us at 780-498-8083 (Edmonton and area) or toll free at 1-800-588-1195 (other areas of Canada).

Enter claim
Enter details


Error
The provider was not valid on the date the service was provided. Please contact an Alberta Blue Cross representative at (780)-498-8083 (Edmonton & areas), toll-free in other areas of Canada 1-800-588-1195

Patient information

Name	Smith, John
ID number	1234567 22
Group number	1

Claim type ⓘ
Provider of service Chiropractor

Claim details ⓘ
Service date (YYYY-MM-DD) 2016-02-02
Service Chiropractic treatment
Total cost (\$) 150
Practitioner Practitioner 1
[Practitioner Details](#)
[Add claim](#)
[Cancel](#) [Predetermine](#)




Add your practitioner
Please fill in the required fields to add a provider

Error
We are unable to locate your information on our provider file. Please contact an Alberta Blue Cross representative at (780)-498-8083 (Edmonton & areas), toll-free in other areas of Canada 1-800-588-1195

General information
First name
*Last name test
*Include last name only
*Association/College number 857
*Required fields
[Cancel](#) [OK](#)

- 4b. Once the added practitioner is validated, you will be taken back to the "Enter details" screen. The added provider will now be selectable using the drop-down menu. Enter the claim details as required and click "Add claim". If you have more claims to enter, continue entering them and verify details as they appear in the claim details table. Once complete, click "Predetermine".


Health provider
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[Overview](#) | [Enter claim](#) | [Reports](#) | [Resources](#) | [Your profile](#)

Jane Smith

Enter claim

Enter details

Patient information

Name	Doe, Jamie
ID number	24261009-01
Group number	99

Claim type

Provider of service

Message Therapist

Claim details

Service date (YYYY-MM-DD)

2022-12-22

Service

Message Therapy

Number of hours

1

Total cost (\$)

50.00

Practitioner

Jane Smith

[Add practitioner](#)
[Practitioner details](#)

Add claim

Enter claim

Enter details

Patient information

Name	Doe, Jamie
ID number	24261009-01
Group number	99

Claim type

Provider of service

Message Therapist

Claim details

Service date (YYYY-MM-DD)

Service

Message Therapy

Number of hours

0

Total cost (\$)

Practitioner

- Choose one -

[Practitioner details](#)

Add claim

Service date (YYYY-MM-DD)	Service	Total cost (\$)	Practitioner		
2022-12-12	Message Therapy	50.00	Jane Smith	Modify	Remove
2022-12-20	Message Therapy	50.00	Jane Smith	Modify	Remove
2022-12-22	Message Therapy	50.00	Jane Smith	Modify	Remove
		\$150.00			

[Back](#)
[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.

Health provider

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

Jane Smith

Enter Message Therapist claim

Predetermine

Patient information

Name	Doe, Jamie
ID number	24261009-01
Group number	99

Summary

Predetermination results as of Jan 6, 2023 10:54 AM Mountain Standard 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

[Show details](#)

[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. You must provide the patient with a printed copy of the claim statement.

Health provider

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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](#)

Date: January 6, 2023
Document number: 142816851

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: Doe, Jamie
ID number: 24261009-01
Group: 99 **Section:** TS1

Health claim summary

Total amount claimed	\$150.00
Total amount not paid	\$75.00
Amount paid	\$75.00

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: Jamie
Service provider: Jane Smith

Service date (YYYY/MM/DD)	Product or service	Practitioner	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number*
2022/12/12	Message Therapy	Jane Smith	50.00	50.00	0.00	25.00	3123
2022/12/20	Message Therapy	Jane Smith	50.00	50.00	0.00	25.00	3123
2022/12/22	Message Therapy	Jane Smith	50.00	50.00	0.00	25.00	3123
Total			\$ 150.00	\$ 150.00	\$ 0.00	\$ 75.00	

***Explanations**

3123 Payment has been reduced as the maximum amount allowed for this service has been reached. The service is limited to \$25 in 1 Days starting January 1.

Acknowledgment

By accepting this claim summary, I certify that the information on this claim summary is complete and accurate and the services and/or products listed have been received by the patient indicated. I also acknowledge that, by presenting my Alberta Blue Cross identification card or my identification number for a benefit plan administered by Alberta Blue Cross to the named Service Provider, I consent and agree to:

- The Service Provider submitting a claim containing my personal information to Alberta Blue Cross on my behalf and I authorize payment of this claim by Alberta Blue Cross directly to the Service Provider.
- Alberta Blue Cross using my personal information to determine my eligibility for benefits, to adjudicate/pay claims, to administer the terms of my benefit plan and to verify/audit paid claims as described in the Alberta Blue Cross Privacy Policy posted at www.ab.bluecross.ca, and
- The Service Provider disclosing my personal information to Alberta Blue Cross for the above purposes.

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 private benefit carrier (excluding provincial health plan and Alberta Health) and if you would like to submit the remaining amount to this plan.

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Overview Enter claim Reports Resources Your profile

ABC Health Clinic

Enter claim

Coordination of Benefits Information

Patient information

Name	Smith, John
ID number	1234567-22
Group number	1

COB information

Is the patient entitled to receive comparable benefits from any other insurance company, health benefits company or Alberta Blue Cross Plan?

☒ Yes ☐ No

If the claim was submitted through another benefit carrier or provincial plan, would you like to submit the remaining amount to this plan?

☒ Yes ☐ No

Cancel Next

2. Enter the amount paid

Enter the amount paid by the other benefit carrier (excluding provincial health plan and Alberta Health) 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

Add the date of service, select the service provided, enter the total number of hours and the total cost. Using the drop-down menu, select the practitioner who performed the service. If you have not previously added the practitioner details, you will need to add them into the system.

ALBERTA BLUE CROSS® Health provider

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Overview Enter claim Reports Resources Your profile

Jane Smith

Enter claim

Enter details

Patient information

Name	Doe, Jamie
ID number	24261009-01
Group number	99

Claim type

Provider of service: Massage Therapist

Claim details

Service date (YYYY-MM-DD): 2022-12-05

Service: Massage Therapy

Number of hours: 1

Total cost (\$): 50.00

Other plan paid (\$): 25

Practitioner: Jane Smith

[Add practitioner](#)
[Practitioner details](#)

Add claim

Back Cancel Predetermine


- 2a. To add a practitioner to the system, click "Add Practitioner". A new window will pop up asking for practitioner information. Enter the details as required and click "OK". The system will validate the practitioner in real time.

Note

If you add a practitioner who isn't eligible to perform a service on the given date, the error message "Practitioner is not eligible on the date of service" will appear. At this point, you will be unable to continue entering claim details.

If you add a practitioner who is not registered in our system, the error message "Unable to locate practitioner" will appear. At this point, you will be unable to continue entering claim details.

If you receive either of these messages, please contact us at 780-498-8083 (Edmonton and area) or toll free at 1-800-588-1195 (other areas of Canada).

- 

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Health provider

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Overview

Enter claim

Reports

Resources

Your profile

Jane Smith

Enter claim

Enter details

Patient information

Name

Doc, Jamie

ID number

24261009-01

Group number

99

Claim type

Provider of service

Massage Therapist

Claim details

Service date (YYYY-MM-DD)

Service

Massage Therapy

Number of hours

0

Total cost (\$)

Other plan paid (\$)

Practitioner

- Choose one -

Practitioner details

Add claim

Service date (YYYY-MM-DD)	Service	Total cost (\$)	Other plan paid (\$)	Practitioner		
2022-12-05	Massage Therapy	50.00	25.00	Jane Smith	Modify	Remove
2022-12-06	Massage Therapy	50.00	25.00	Jane Smith	Modify	Remove
2022-12-07	Massage Therapy	50.00	25.00	Jane Smith	Modify	Remove
		\$150.00	\$75.00			


Back

Cancel

Predetermine

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.



Health provider

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Overview

Enter claim

Reports

Resources

Your profile

Jane Smith

Enter Message Therapist claim

Predetermine

Patient information

Name	Doe, Jamie
ID number	24261009-01
Group number	99

Summary

Predetermination results as of Dec 22, 2022 11:28 AM Mountain Standard 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:	\$70.00
Balance remaining:	\$80.00

***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: Jamie

Service provider: Jane Smith

Service date (YYYY/MM/DD)	Service	Practitioner	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number
2022/12/05	Massage Therapy	Jane Smith	50.00	50.00	25.00	20.00	22578
2022/12/06	Massage Therapy	Jane Smith	50.00	50.00	25.00	25.00	
2022/12/07	Massage Therapy	Jane Smith	50.00	50.00	25.00	25.00	
Total			\$150.00	\$150.00	\$75.00	\$70.00	

Explanations
22578

Applies towards a \$30.00 deductible per person every 12 Months starting January 1.

[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: December 22, 2022
Document number: 142816535

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: Doe, Jamie
ID number: 24261009-01
Group: 99 **Section:** TS1

Health claim summary

Total amount claimed	\$150.00
Other plan paid	\$75.00
Total amount not paid	\$5.00
Amount paid	\$70.00

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: Jamie
Service provider: Jane Smith

Service date (YYYY/MM/DD)	Product or service	Practitioner	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number*
2022/12/05	Massage Therapy	Jane Smith	50.00	50.00	25.00	20.00	4411
2022/12/06	Massage Therapy	Jane Smith	50.00	50.00	25.00	25.00	3123
2022/12/07	Massage Therapy	Jane Smith	50.00	50.00	25.00	25.00	3123
Total			\$ 150.00	\$ 150.00	\$ 75.00	\$ 70.00	

***Explanations**

3123	Payment has been reduced as the maximum amount allowed for this service has been reached. The service is limited to \$25 in 1 Days starting January 1.
4411	\$30.00 of the amount claimed has been applied to the \$30.00 deductible.

Acknowledgment

By accepting this claim summary, I certify that the information on this claim summary is complete and accurate and the services and/or products listed have been received by the patient indicated. I also acknowledge that, by presenting my Alberta Blue Cross identification card or my identification number for a benefit plan administered by Alberta Blue Cross to the named Service Provider, I consent and agree to:

- The Service Provider submitting a claim containing my personal information to Alberta Blue Cross on my behalf and I authorize payment of this claim by Alberta Blue Cross directly to the Service Provider.
- Alberta Blue Cross using my personal information to determine my eligibility for benefits, to adjudicate/pay claims, to administer the terms of my benefit plan and to verify/audit paid claims as described in the Alberta Blue Cross Privacy Policy posted at www.ab.bluecross.ca, and
- The Service Provider disclosing my personal information to Alberta Blue Cross for the above purposes.

STEPS FOR ONLINE SUBMISSION WITH PHYSICIANS WRITTEN ORDER (PWO)

1. Predetermine rejects for PWO

The provider will submit a predetermination and the system will inform them if a PWO is required. If required, please click on "Upload Document" to attach the member's PWO.

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Overview **Enter claim** Reports Resources Your profile
ABC Provider

Enter claim

Predetermine

Patient information

Name	Smith, John
ID number	4180647-52
Group number	70069

Summary

Predetermination results as of Jul 31, 2018 10:41 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:	\$22.00
Plan(s) will pay:	\$0.00
Balance remaining:	\$22.00

***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: John
Service provider: ABC Provider

Service date (YYYY/MM/DD)	Service	Practitioner	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number
2018/07/01	Speech Therapy Treatment	ABC Practitioner	22.00	0.00	0.00	0.00	25131
Total			\$22.00	\$0.00	\$0.00	\$0.00	

Explanations
25131

This member's benefit plan requires a physician's written order for this service. For this claim, please have the member pay and submit the paid receipt, fully completed claim form, and a physician's written order to our office for reimbursement. Subsequent claims for the next 12 months can be submitted electronically.

[Click here to print](#)

[Modify](#) [Cancel](#) [Upload documents](#) [Process claim](#)

2. Adding the PWO

Select the product or service being claimed. Enter the issue date found on the PWO. Click "Browse" to resolve or search for the scanned or photographed PWO. Lastly, click "Add" to attach the PWO

Note

Please ensure the uploaded file clearly indicates the issue date, products or services being prescribed and name of the issuing doctor.

Enter claim

Upload documents

Patient information

Name	Smith, John
ID number	4180647-52
Group number	70069

Supporting documentation

Use this functionality to send files or documents to Alberta Blue Cross.

Product or service: Choose one -

Issue date (YYYY-MM-DD)

File [Browse...](#)

[Add](#)

File	Product	Issue Date (YYYY-MM-DD)
No documents uploaded		

3. Uploading the PWO

Once the PWO is added to the claim, it will appear in the box below. Click on "Upload" to predetermine the claim once again.

The screenshot shows the 'Enter claim' page with the 'Upload documents' section. The patient information is: Name: Smith, John; ID number: 4180647-52; Group number: 70009. The supporting documentation section includes a dropdown for 'Product or service' (set to 'Choose one'), an 'Issue date (YYYY-MM-DD)' field, and a 'File' upload area with a 'Browse' button. Below the upload area is an 'Add' button. A table lists the uploaded file: 'Sample JPG.jpg' for 'Speech Therapy Treatment' on '2018-07-01', with 'Modify' and 'Remove' links. At the bottom are 'Modify claim', 'Cancel upload', and 'Upload' buttons.

File	Product	Issue Date (YYYY-MM-DD)	Modify	Remove
Sample JPG.jpg	Speech Therapy Treatment	2018-07-01	Modify	Remove

4. Submitting the claim

Once the provider has clicked on "Upload", the system will show you the adjudication results. The final step is to click on "Process claim" to submit the claim for payment.

To review your claim history, please see next page for more information on how to access your reports.

The screenshot shows the 'Enter claim' page with the 'Predetermine' section. The patient information is the same as in the previous screenshot. The 'Summary' section shows 'Predetermination results as of Jul 24, 2018 11:34 AM Mountain Daylight Time.' and a note about eligibility of coverage. A table shows the financial summary: Total amount submitted: \$12.00; Plan(s) will pay: \$12.00; Balance remaining: \$0.00. A red warning message states: '*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.' Below this is a 'Details' section with a 'Show details' link. At the bottom are 'Modify', 'Cancel', and 'Process claim' buttons.

Total amount submitted:	\$12.00
Plan(s) will pay:	\$12.00
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.**

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

The outstanding payment report lists all transactions that are remaining to be paid and allows you to cancel a claim.

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 date

Select a start and end date to view a patient's payment history.

Patient claim statements

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

ALBERTA BLUE CROSS Health provider [Contact us](#) [Help](#) [Sign out](#)

Reports

Outstanding payment report [?](#)

View all claims remaining to be paid as of May 31, 2016

Provider of service: Chiropractor

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

[Create report](#)

Payment history report [?](#)

Provider of service: Chiropractor

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](#)

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

Start date(YYYYMMDD): 2018/05/31 [?](#) End date(YYYYMMDD): 2018/05/31 [?](#)

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

[Create report](#)

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](#)

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

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.

Reports

Outstanding payment report

View all claims remaining to be paid as of May 31, 2016

Provider of service
 Chiropractor

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

Create report

Reports

Outstanding payment report

Provider of service
 Chiropractor
 Need help cancelling a claim?

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		

Provider of service
 Physiotherapist

Details

Hide details

Service date (YYYY/MM/DD)	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number	Cancel claim
2014/01/14	Smith, John	Physiotherapy Assessment	85.00	85.00	47762953	Cancel
2014/01/14	Smith, John	Physiotherapy Treatment	95.75	95.75	47762953	Cancel
2013/10/30	Smith, John	Physiotherapy Treatment	125.00	125.00	47762529	Cancel
2013/12/01	Smith, John	Acupuncture Treatment	120.00	0.00	47762529	Cancel
2013/12/03	Smith, John	Physiotherapy Treatment	123.00	123.00	47762529	Cancel
Total			\$548.75	\$428.75		

Provider of service
 Massage Therapist

Details

Hide details

Service date (YYYY/MM/DD)	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number	Cancel claim
2013/12/29	Smith, Mary	Massage Therapy	100.00	0.00	47762912	Cancel
Total			\$100.00	\$0.00		

	Amount claimed(\$)	Alberta Blue Cross paid(\$)
Combined total	\$1,198.75	\$728.75

Click here to print

3. Payment history reports

Claims statements are available to view and print for one year.

Payment history is available for claims submitted in the last six months.

Payment history report

Provider of service
 Chiropractor

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


Payment Date
 2018-05-24

Create summary

3a. Provider statement and summary

To access your claim statement, select the EFT payment date to create a PDF of your provider summary report, which can be saved or printed.

PROVIDER SUMMARY



ARC HEALTH CLINIC
10009 108 ST NW
EDMONTON AB T5J 3C5

Date: May 24, 2016
Health statement number: 341/9812
PAYMENT MADE BY DIRECT DEPOSIT: 8103499

Health claim summary

Total amount claimed	\$580.00
Amount not covered	\$107.00
Total amount paid	\$453.00

Details

Document number	ID number	Patient name	Amount claimed	Amount paid
47787598	4008023-16	John Smith	37.00	37.00
47787598	4008023-17	Jane Smith	37.00	0.00
47787598	4008023-18	John Smith	37.00	37.00
47787608	4008023-10	Jane Smith	30.00	30.00
47787602	4740591-49	Dennis Smith	80.00	80.00
47787649	780111222-11	John Smith	33.00	33.00
47787649	780111222-12	John Smith	133.00	83.00
47787649	780111222-13	Jane Smith	34.00	34.00
47787653	2319584-52	Dennis Smith	130.00	110.00
TOTALS FOR THIS STATEMENT			\$580.00	\$453.00

Patient name: John Smith
ID number: 780111222-11 **Group:** 99 **Section:** TST **Document ID:** 47707649

Service date YYYYMMDD	Product or service	Claimed amount	Eligible amount	Percent covered	Other plan paid	This plan paid	Explanation number ¹
2010/05/19	Chiropractic treatment	33.00	33.00	100%	0.00	33.00	
Totals for John		\$33.00			\$0.00	\$33.00	

Patient name: Jane Smith
ID number: 780111222-12 **Group:** 99 **Section:** TST **Document ID:** 47787649

Service date YYYYMMDD	Product or service	Claimed amount	Eligible amount	Percent covered	Other plan paid	This plan paid	Explanation number ¹
2016/05/19	Chiropractic treatment	33.00	33.00	100%	0.00	33.00	
2016/05/20	Chiropractic assessment	100.00	50.00	100%	50.00	50.00	3123
Totals for Jane		\$133.00			\$50.00	\$83.00	

Patient name: Dennis Smith
ID number: 780111222-13 **Group:** 99 **Section:** TST **Document ID:** 47787649

Service date YYYYMMDD	Product or service	Claimed amount	Eligible amount	Percent covered	Other plan paid	This plan paid	Explanation number ¹
2016/05/19	Chiropractic treatment	34.00	34.00	100%	0.00	34.00	
Totals for Dennis		\$34.00			\$0.00	\$34.00	

Patient name: Jane Smith
ID number: 2319584-52 **Group:** 14200 **Section:** R **Document ID:** 47787653

Service date YYYYMMDD	Product or service	Claimed amount	Eligible amount	Percent covered	Other plan paid	This plan paid	Explanation number ¹
2016/05/01	Chiropractic treatment	130.00	110.00	100%	0.00	110.00	3345
Totals for Denise		\$130.00			\$0.00	\$110.00	

***Explanations**

See the numbered explanations below for details of how your claims were assessed. More than one numbered explanation may apply to a claim line.

3123	Payment has been reduced as the maximum amount allowed for this service has been reached. The service is limited to \$50 in 1 Days starting January 1.
3345	Payment has been reduced as the maximum amount allowed for this service has been reached. The service is limited to \$110 per occurrence.
344	Our files indicate coordination of benefits apply. Please provide a statement from the primary carrier or if coverage is terminated, please indicate the termination date. Resubmit this information with this Explanation of Benefits statement.

Understanding this statement - Terms and Explanations

Eligible amount: This is the portion of the Claimed amount (not exceeding the amount claimed) that is calculated to be eligible for reimbursement subject to the terms of your plan. It includes deductible and/or co-payment amounts if they apply. You are responsible for the remaining cost not covered by your plan(s).
Please note: It is important to refer to your benefit information to determine what is covered.

Other plan paid: This is the amount another benefit plan has already paid for your claim. Through coordination of benefits (COB), eligible individuals, couples or families with more than one benefit plan can combine their benefit coverage to receive up to the maximum eligible amount in accordance with the contract provisions. If you have other coverage and have not claimed through it, you may submit this statement as part of the claim to your other benefit carrier for coordination of benefits.

Private and confidential This statement is issued for use only by the provider of service for purposes of claims processing and payment and is not to be shared with any third party. If the patient requires a statement pertaining to a claim for services provided, please advise them to contact their benefits carrier directly.

Our mailing address is Alberta Blue Cross, 10009-108 Street NW, Edmonton, Alberta T5J 3C5.

Part of your healthy future.

3b. Payment history

Enter a start and end date for the claim information you wish to display.

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 and document numbers are included for your reference, as well as details about each patient's claim.

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

Start date(YYYYMMDD) 2016/05/31

End date(YYYYMMDD) 2016/05/31

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

Create report



Payment History Report for December 24, 2013 - January 14, 2014

ABC Health Clinic
10009 108th Street NW
Edmonton, AB, T6J3C6

Provider of service: Chiropractor

Service date (YYYY-MM-DD)	Patient	Product or service	Amount claimed(\$)	Alberta Blue Cross paid (\$)	Document number
Statement ID 34171381 Date 12/24/2013					
2013-11-27	Smith, Jane	Chiropractic assessment	125.75	40.00	47762461
2013-12-05	Smith, Jane	Chiropractic treatment	150.58	40.00	
2013-12-19	Smith, John	Chiropractic treatment	150.95	40.00	
2013-12-20	Smith, John	Chiropractic assessment	150.00	40.00	
2013-12-05	Smith, John	Acupuncture Treatment	12.00	0.00	47762467
2013-12-05	Smith, John	Chiropractic x-ray	125.00	0.00	
2013-12-05	Smith, Dennis	Chiropractic treatment	152.00	35.00	47762477
2013-12-15	Smith, John	Chiropractic treatment	120.00	35.00	
2013-12-21	Smith, John	Chiropractic treatment	125.00	35.00	
2013-12-22	Smith, John	Acupuncture Treatment	123.00	0.00	
2013-12-23	Smith, John	Chiropractic treatment	120.00	35.00	
Total			1,354.28	209.00	

Provider of service: Physiotherapist

Service date (YYYY-MM-DD)	Patient	Product or service	Amount claimed(\$)	Alberta Blue Cross paid (\$)	Document number
Statement ID 34171382 Date 12/24/2013					
2013-10-25	Smith, John	Acupuncture Treatment	120.00	50.00	47762452
2013-12-05	Smith, John	Physiotherapy treatment	150.00	50.00	
2013-12-05	Smith, John	Acupuncture assessment	45.00	0.00	47762470
2013-12-05	Smith, John	Physiotherapy assessment	34.00	0.00	
2013-12-01	Smith, Jane	Acupuncture Treatment	123.00	0.00	47762479
2013-12-01	Smith, Jane	Acupuncture assessment	123.00	0.00	
2013-12-01	Smith, John	Physiotherapy treatment	123.78	0.00	
2013-12-02	Smith, John	Physiotherapy treatment	123.90	0.00	
2013-12-03	Smith, Dennis	Physiotherapy treatment	120.00	0.00	
2013-12-05	Smith, John	Physiotherapy treatment	120.00	0.00	
Total			1,082.68	100.00	

Provider of service: Massage Therapist

Service date (YYYY-MM-DD)	Patient	Product or service	Amount claimed(\$)	Alberta Blue Cross paid (\$)	Document number
Statement ID 34171383 Date 12/24/2013					
2013-12-05	Smith, John	Massage therapy	125.00	50.00	47762485
2013-12-16	Smith, Jane	Massage therapy	125.00	50.00	
2013-12-19	Smith, John	Massage therapy	125.59	50.00	
2013-10-25	Smith, John	Massage therapy	125.00	50.00	47762475
2013-12-01	Smith, John	Massage therapy	120.00	50.00	
2013-12-03	Smith, Dennis	Massage therapy	450.00	50.00	
2013-12-04	Smith, John	Massage therapy	120.00	50.00	
2013-12-08	Smith, John	Massage therapy	150.00	50.00	
2013-12-10	Smith, John	Massage therapy	450.00	50.00	
Total			1,790.59	450.00	

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.

ABC Health Clinic

Reports

Outstanding payment report ?

View all claims remaining to be paid as of January 14, 2014

Provider of service - Choose one -

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

Create report

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.

ABC Health Clinic

Reports

Outstanding payment report

Provider of service Chiropractor

Need help cancelling a claim ?

Details

Hide details

Service date (YYYY/MM/DD)	Patient	Service	Amount claimed(\$)	Amount Blue Cross paid(\$)	Document number	Cancel claim
2014/01/01	Smith, John	Chiropractic Assessment	58.58	0.00	47763025	Cancel
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
Total			\$358.58	\$300.00		

Click here to print

Note

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

ABC Health Clinic

Reports

Outstanding payment report

Information

Cancellation options are unavailable at this time as our payment runs are currently in progress. We apologize for this inconvenience and encourage you to review the steps in "Need help cancelling a claim".

Provider of service Chiropractor

Need help cancelling a claim ?

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.

[Need help cancelling a claim?](#)

Service date (YYYY-MM-DD)	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number
2014/01/01	Smith, John	Chiropractic Assessment	58.58	0.00	99999999

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

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.

[Need help cancelling a claim?](#)

Service date (YYYY-MM-DD)	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number
2014/01/01	Smith, John	Chiropractic Assessment	58.58	0.00	99999999

Cancellation reason: Other Back Ok

4. Cancellation

Once a claim has successfully been cancelled, red text appears at the top of the screen as confirmation.

Reports

Outstanding payment report

Information

Claims for John Smith submitted on Jan 1, 2014 have been cancelled.

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

[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
Total			\$300.00	\$300.00		

[Click here to print](#)

EASY STEPS TO CANCEL A PAID CLAIM

1. Patient claim statements

In the Reports section, click "Create a claim statement".

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

Overview Enter claim Reports Resources Your profile

Jane Smith

Reports

Outstanding payment report ?

View all claims remaining to be paid as of January 4, 2023

Provider of service - Choose one -

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

Create report

Payment history report ?

Provider of service - Choose one -

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

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

Start date (YYYYMMDD) 2022/07/04 End date (YYYYMMDD) 2023/01/04

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

Create report

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

2. Enter patient information

Input the members ID numbers, group number, date of birth, and click "Search".

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

Overview Enter claim Reports Resources Your profile

Jane Smith

Reports

Patient claim statements

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

Enter patient ?

ID number

Group number

Date of birth (YYYY-MM-DD)

Clear Search

3. Claim type

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.

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

Overview Enter claim **Reports** Resources Your profile

Jane Smith

Patient Claim Statements

Patient information

Name	Doe, Jamie
ID number	24261009-01
Group number	99

Claim type

Provider of service: **Message Therapist** ▼

Cancel Next

4. 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.

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

Overview Enter claim **Reports** Resources Your profile

Patient Claim Statements

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

Patient information

Name	Doe, Jamie
ID number	24261009-01
Group number	99

Provider of service: **Message Therapist** [Need help cancelling a claim?](#)

Service date	Service	Claimed amount(\$)	Blue Cross Paid(\$)	Document number	Status	Action
2022/12/05	Massage Therapy	50.00	20.00	142016535	Complete	Cancel
2022/12/06	Massage Therapy	50.00	25.00	142816535	Complete	Cancel
2022/12/07	Massage Therapy	50.00	25.00	142816535	Complete	Cancel

To generate a claim statement, select the applicable Document number. Please note that a statement may include multiple service dates.

Back

5. Cancellation review

If you choose to cancel a claim, you will be asked for the reason. A dropdown 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 Health provider [Contact us](#) [Help](#) [Sign out](#)

Overview Enter claim **Reports** Resources Your profile

Jane Smith

Patient Claim Statements

Patient information

Name: Doe, Jamie
ID number: 24261009-01
Group number: 99

Claim type:

Provider of service: **Massage Therapist**

Cancel **Next**

Need help cancelling a claim?

Service date YYYY/MM/DD	Patient	Service	Amount claimed(\$)	Blue Cross Paid(\$)	Document number
2022/12/05	Doe, Jamie	Massage Therapy	50.00	20.00	142816535
2022/12/06	Doe, Jamie	Massage Therapy	50.00	25.00	142816535
2022/12/07	Doe, Jamie	Massage Therapy	50.00	25.00	142816535

Cancellation reason: **Other**

Back **OK**

6. Cancellation confirmation

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

ALBERTA BLUE CROSS Health provider [Contact us](#) [Help](#) [Sign out](#)

Overview Enter claim **Reports** Resources Your profile

Patient Claim Statements

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

Information
Claims for Jamie Doe submitted on Dec 5, 2022 have been cancelled.

Patient information

Name: Doc, Jamic
ID number: 24261009-01
Group number: 99

Provider of service: **Massage Therapist** **Need help cancelling a claim?**

Service date	Service	Claimed amount(\$)	Blue Cross Paid(\$)	Document number	Status	Action
No item found						

**To generate a claim statement, select the applicable Document number.
Please note that a statement may include multiple service dates.**

Back

Note

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

Patient Claim Statements

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

Error
Cancellation options are unavailable at this time as our payment runs are currently in progress. We apologize for this inconvenience and encourage you to review the steps in "Need help cancelling a claim".

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.

