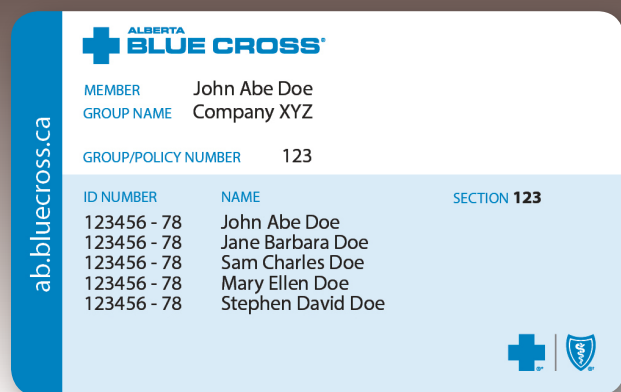


CONNECTION BULLETIN

News and information for group benefit plan administrators from Alberta Blue Cross

Introducing the new Alberta Blue Cross ID card



TRAVEL EMERGENCY CONTACTS

1-888-772-2583 Canada and U.S.A. (toll free)
 1-403-225-4289 in all other countries (call collect)
 For more information, visit abcrosstravel.ca

GENERAL INQUIRIES

Contact Alberta Blue Cross at 1-800-661-6995

INFORMATION FOR PROVIDERS

For provider support with direct billing claims, please call 1-877-272-7778.
Pharmacists, add leading zeros to group/policy number and use **carrier code 11**.
Dental providers, use **carrier code 00090**.

By presenting this card or Alberta Blue Cross ID number, I consent to the collection, use and disclosure of my personal information as described in the Alberta Blue Cross Privacy Policy posted at ab.bluecross.ca or call 1-800-661-6995.

TRAVEL ASSISTANCE

In the event of a **MEDICAL EMERGENCY**, please call our travel assistance phone number (located on the left-hand side) as soon as possible.

Be prepared to quote your group/policy and ID numbers as they appear on the front of the card.

We're continuously looking for ways to improve our customers' experience; one way we're doing this is by streamlining the information on our ID cards and updating its design.

What's changed?

Along with a refreshed layout, the new cards are printed on durable plastic to ensure card longevity. Additionally, we've removed benefit listings from the cards as plan members can now access this information on the member site at ab.bluecross.ca.

Who's getting a new card?

As the current ID cards continue to be valid, new ID cards will only be issued to new plan members, or as warranted through plan changes. We will also be introducing the new design to our virtual ID card, which is available for plan members to download from our member website.

Find more ID card information online

In the coming months, we'll be discontinuing the ID card acknowledgements currently sent to plan administrators and moving this information online.

What is ID card acknowledgement?

It's the introduction page sent to plan administrators along with their plan members' ID cards. It serves as an indicator that new ID cards have been created, either because a new member has been added or an existing member's information has changed.

Where can I get this information now?

Simply log in to the plan administrator website; the information in the ID card acknowledgment is hosted there, in one central location.



Does your plan include Managed R&C amounts?

Watch for updates
this January

Effective January 1, 2019, Alberta Blue Cross will be updating our Managed Reasonable and Customary (Managed R&C) fees. These fees are based on recent claims data from our members that take into account the average fees charged by providers and considers current market rates of coverage for these amounts.

What are Managed R&C amounts?

All benefit providers look at the fees charged by health providers and the frequency of patient visits to establish a reasonable and customary amount for each service. This is how much we will pay for a particular service in absence of a frequency or per visit maximum.

Reviewing and updating our Managed R&C amounts allows us to continue to establish limits that are representative of what is being charged to your employees while also allowing us to better support and sustain your plan.

Getting the most out of extended health benefits

Your employees may face out-of-pocket costs if a provider is charging more than the Managed R&C amounts. We encourage our members to ask their providers how much the product or service they wish to purchase will cost and consider shopping around to find the best price possible. If your employees have questions about Managed R&C rates, please encourage them to contact our Customer Services team. We're happy to discuss coverage and rates for any services or products they need.

Salary updates

have been made easier

If your plan requires you to update employee salaries, our administrator website now makes it easier than ever. Rather than submitting one employee salary update at a time, multiple salary updates can be done all at once. With this update, you can see all current salaries, as well as the date they were last updated. This change has made updates faster and far more efficient, so take advantage of this new feature next time you're updating employee information.

Protect your benefits plan from abuse

Health care fraud and abuse can seriously affect your benefit plan. Increased premiums and reduced benefit levels are just two of the eventual costs of benefit fraud and plan abuse.

The protection of your plan starts with you and your employees.

What can plan members do to prevent it?

Encourage your employees to take the following steps:

- Never give anyone your policy number or other information about your benefits plan.
- Review anything you sign and make sure all the information is correct.
- Never allow a claim to be submitted on your behalf before receiving the service or product.
- Check your receipts, make sure they are correct and keep them for two years.
- Don't substitute products or services for something not covered under your benefits plan.





Blue Care™ helps plan members navigate high-cost drug claims

Alberta Blue Cross is offering a new service to plan members to help them navigate high-cost drug claims. Plan members who access special authorization for high-cost drugs will be invited to participate in Blue Care. This new service will provide members with access to our pharmacists who can answer questions about

- their current drug coverage;
- opportunities to save on their co-pay;
- their medications; and
- alternate treatment options.

Participation in Blue Care is voluntary; for more information, contact your Alberta Blue Cross sales representative.



We're expanding our approach beyond benefits plan management and administration to incorporate a focus on wellness across all of our products and services.

An online program that's improving Albertans' health

Last year, Alberta Blue Cross launched Balance, our online wellness program, to all plan members. The goal was to help bend the cost curve on health care spending by shifting the focus from treatment and rehabilitation to preventive wellness.

The numbers are back and Balance data has demonstrated significant improvements to participants' wellness over a 12-month period. The numbers show a reduction in key risk factors that are important to overall wellness.

BALANCE[®]
Your life ▲ Your rewards

- An over six per cent increase in the number of participants who get the recommended amount of exercise.
- Over 25 per cent of participants quit smoking.
- A 19 per cent increase in the number of participants who reported manageable stress levels.
- An almost 18 per cent increase in the amount of participants who consume more than five fruits and vegetables each day.
- An over five per cent increase in the number of participants who get enough sleep.

Alberta Blue Cross is looking at the potential to make the Balance program available to all Albertans. To learn more about Balance and our many other wellness offerings, visit yourpartnerinwellness.ca.



Get your workplace involved in Winter Walk Day 2019 —we'll help!

On February 6, Alberta Blue Cross challenges you and your employees to bundle up, step outside and participate in Alberta Winter Walk Day 2019. We want to help you make it happen.

As a sponsor of Winter Walk Day, Alberta Blue Cross is committed to helping you and your employees participate in this event. We will be offering promotional items along with prizes to give out to employees to any organizations that are interested in planning their own Winter Walk Day event. All you need to do is email winterwalkday@ab.bluecross.ca before January 25 to let us know you are interested in taking part.

Winter Walk Day celebrates our Alberta winter while promoting the year-round health benefits of walking. On this special day, all Albertans are encouraged to walk at least 15 minutes outside.



For more information about topics in this Connection Bulletin, please call your Alberta Blue Cross group sales or service representative.

We value your comments

Connection Bulletin is published to communicate with Alberta Blue Cross employer group plan sponsors. Back issues may be found on the Alberta Blue Cross website at ab.bluecross.ca

Please send your feedback via email to connection@ab.bluecross.ca, by fax to 780-498-8096 or via mail to Corporate Communications, Alberta Blue Cross, 10009 108 Street, Edmonton, AB T5J 3C5.



ab.bluecross.ca

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