



## Alberta Blue Cross enhances its provider online services website for massage therapy, chiropractic, physiotherapy and acupuncture providers.

To improve the online claim submission process, we recently introduced enhancements to our online health provider (OHP) website. These enhancements include the following.

- A **Physicians Written Order (PWO) upload functionality**—providers can now upload a PWO at the time of claim entry, allowing faster processing and payment of the claim. Using the OHP website, the provider can submit a predetermination and the system will inform them if a PWO is required. If required, the provider can upload the PWO document.
- Patient memory functionality—when submitting a claim for a returning patient, the provider can enter their last and first name to recall their details.

For instructions, please see the user guides on our [OHP website](#).

Please inform providers using our online submission system.

If you have any questions, please contact an Alberta Blue Cross Health Provider Services representative at 780-498-8083 (Edmonton and area) or toll free at 1-800-588-1195 (all other areas).



[provider.ab.bluecross.ca/health](http://provider.ab.bluecross.ca/health)

