

Alberta Blue Cross
Guidelines for Access to PRIDE RT®

1.0 **DEFINITIONS**

CLAIM: The process established by Alberta Blue Cross by which the Pharmacy must request payment from Alberta Blue Cross for Pharmaceutical Services provided by the Pharmacy to a Plan Participant.

CO-PAYMENT: The portion of the total Usual and Customary Charge the Plan Participant is required to pay as described in the Plan Participant's Coverage.

COVERAGE: The eligible Pharmaceutical Services together with the rules and conditions of payment according to which Alberta Blue Cross is authorized to pay for Pharmaceutical Services provided by the Pharmacy to a Plan Participant.

DISPENSED: Dispensed by a Pharmacist.

PAYMENT GUIDELINES: Guidelines determined by Alberta Blue Cross setting out the various terms of payment to Pharmacies for remuneration of Pharmaceutical Services rendered to Alberta Blue Cross Plan Participants. Alberta Blue Cross will adjudicate Claims on the basis of the Pharmacy's Usual and Customary Charge.

PHARMACEUTICAL SERVICES: Those drug products and services to which a Plan Participant is entitled to, as described in his/her Coverage.

PHARMACY: A retail establishment which is licensed as a pharmacy with the recognized provincial licensing authority and where Prescription drugs are regularly compounded and Dispensed.

PHARMACY RECORDS: All documentation and information required and/or deemed necessary by Alberta Blue Cross to support and/or verify a Claim, including, without limitation, a Prescription and invoices for drug products.

PLAN PARTICIPANT: Those persons eligible for Coverage.

PRESCRIBER: Means an individual authorized by law to prescribe specified Pharmaceutical Services by virtue of being licensed by the recognized provincial licensing authority for the jurisdiction in which the Prescription is written.

PRESCRIPTION: An order given by a Prescriber directing that a stated amount of a drug or mixture of drugs specified therein be Dispensed for the Plan Participant named in the order.

USUAL AND CUSTOMARY CHARGES: Those charges for a prescription as calculated in the usual and customary manner in the Pharmacy's province of operation.

2.0 SUBMISSION OF CLAIMS

- 2.1 The Pharmacy must submit claims to Alberta Blue Cross using Alberta Blue Cross' PRIDE RT.
- 2.2 The Pharmacy warrants that all claims submitted to Alberta Blue Cross by the Pharmacy are authentic and accurate, and in accordance with the Guidelines.
- 2.3 Alberta Blue Cross may refuse to pay a Claim where the delay in submitting it to Alberta Blue Cross exceeds one (1) month from the date the Pharmaceutical Services are rendered to the Plan Participant.
- 2.4 Alberta Blue Cross will not be responsible for any Prescription filled beyond one (1) year from the original date of the Prescription.
- 2.5 Where an error has been identified in a Claim, whether or not that Claim has been paid, Alberta Blue Cross will adjust the Claim and payment, based upon the adjustment, will be accepted by the Pharmacy as full and final settlement of the Claim. The amount of the error will be immediately due and payable to the Pharmacy or Alberta Blue Cross, as the case may be.
- 2.6 All records are considered confidential and Plan Participant's information may only be released as approved by Alberta Blue Cross according to the terms of the Plan Participant's Coverage.

3.0 BILLINGS TO PLAN PARTICIPANT

- 3.1 When providing Pharmaceutical Services to a Plan Participant, the Pharmacy will include the total price of the Pharmaceutical Services on the receipt or inform the Plan Participant in writing of the total price.
- 3.2 The Pharmacy will collect from the Plan Participant the Co-payment, if any.
- 3.3 Unless otherwise authorized in writing by Alberta Blue Cross, the Pharmacy will collect from each Plan Participant the full amount (not more and not less) of the applicable Co-payment.

4.0 ACCESS TO PRIDE RT

- 4.1 Access to PRIDE RT will commence when the Pharmacy signs and returns the activation form to Alberta Blue Cross.
- 4.2 Termination of access to PRIDE RT will occur:
 - 4.2.1 By either party sending a written notice, in which case access will immediately terminate.

- 4.2.2 By the Pharmacy having its license revoked or suspended, in which case access will immediately terminate.
- 4.2.3 By a change in ownership or control of the Pharmacy (for example a sale), in which case access will immediately terminate.
- 4.2.4 By the Pharmacy failing to follow the Guidelines, in which case access will immediately terminate.

5.0 PAYMENT

- 5.1 Alberta Blue Cross agrees to make payment bi-weekly to the Pharmacy of the amount due for Claims received by Alberta Blue Cross from the Pharmacy.
- 5.2 Alberta Blue Cross agrees to pay to the Pharmacy in respect of Pharmaceutical Services provided to a Plan Participant the appropriate rate as described under Payment Guidelines for the services rendered, provided that any amount payable directly to the Pharmacy by the Plan Participant will be deducted from this amount.

6.0 COMPLIANCE VERIFICATION REVIEW

- 6.1 Upon the request of Alberta Blue Cross, the Pharmacy will make the Pharmacy Records available to Alberta Blue Cross and/or Alberta Blue Cross' duly authorized representative.
- 6.2 Alberta Blue Cross and/or its duly authorized representative may take extracts of the Pharmacy Records. Alberta Blue Cross and all of its duly authorized representatives will protect all such extracts and copies of the Pharmacy Records from unauthorized access and/or use in the same manner as Alberta Blue Cross protects its own confidential information.
- 6.3. Unless otherwise agreed in writing, paragraph 6.1 and 6.2 will survive the termination of this relationship for a period of one year.