

# COMPLIANCE VERIFICATION BENEFACT

A BULLETIN FOR PHARMACY SERVICE PROVIDERS FROM ALBERTA BLUE CROSS®

Number 12 • March 2025

## Alberta Blue Cross® Pharmaceutical Services Provider Agreement compliance verification review update

At Alberta Blue Cross®, we are committed to safeguarding the value and sustainability of the benefit plans and programs we are entrusted to administer. To ensure plan sponsor payment of eligible claims is done appropriately, we employ strategies to protect the integrity of our customers' benefit plans.

### Claiming of additional dispensing fees

A compliance verification review (CVR) determined that a pharmacy provider was altering the days' supply of drug products to bypass the Frequent Dispensing Policy limitations. The pharmacy provider dispensed drug products to plan members daily. They also submitted claims for three drug products daily and then submitted claims every seven or 14 days for the remaining drug products.

Section C of the Quantitative Limits section of the [Reference Guide for Alberta Pharmacies](#) states:

- For daily dispensing—the maximum number of dispensing fees per plan member that are eligible is three per day, regardless of the provider that is dispensing.
- For a two-to 27-day supply—the maximum number of dispensing fees per plan member that are eligible is two per drug grouping in a 28-day period.

All claims information must be correct, including the date of service, quantity and days' supply. Claims must be submitted with the same frequency as the drug product is provided to the plan member. They cannot be submitted on a different day than they are dispensed to claim additional dispensing fees.

The reviews resulted in recoveries. As part of our processes, we have returned the monies directly back to the plan sponsor in fulfillment of our obligation to ensure the sustainability of their benefit plans.

For more information on the CVR process and frequent dispensing, please see:

- Pharmacy Compliance Verification Benefact number 1, issued in July 2019, available at [www.ab.bluecross.ca/pdfs/pharmacy-benefacts/82320\\_benefacts\\_compliance.pdf](http://www.ab.bluecross.ca/pdfs/pharmacy-benefacts/82320_benefacts_compliance.pdf), and
- Pharmacy Compliance Verification Benefact number 11, issued in May 2024, available at [www.ab.bluecross.ca/pdfs/pharmacy-benefacts/Pharmacy-Compliance-Verification-Benefact-Number-11.pdf](http://www.ab.bluecross.ca/pdfs/pharmacy-benefacts/Pharmacy-Compliance-Verification-Benefact-Number-11.pdf)

### How you can help

If you suspect any suspicious or inappropriate claiming activity from plan members or providers, please report it immediately by calling 1-866-441-8477 or through the Alberta Blue Cross' website at <https://albertabluecross.confidenceline.com>.

All information will be kept strictly confidential. Suspicious activity may also be reported anonymously to Claims Audit and Investigation Services Alberta Blue Cross®, 10009-108 Street NW, Edmonton, AB, T5J 3C5.

For assistance with benefit or claim inquiries, please contact an Alberta Blue Cross Pharmacy Services Provider Relations contact centre representative at

780-498-8370 (Edmonton and area)

403-294-4041 (Calgary and area)

1-800-361-9632 (toll free)

FAX 780-498-8406 (Edmonton and area)

FAX 1-877-305-9911 (toll free)

Alberta Blue Cross offers online access to current Pharmacy Benefacts and supplemental claiming information to assist with the submission of your direct-bill drug claims.

Visit [ab.bluecross.ca/providers/pharmacy-home.php](http://ab.bluecross.ca/providers/pharmacy-home.php)

