

COMPLIANCE VERIFICATION

BENEFACT UPDATE

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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.

Prescription requirements for the Alberta Human Services Drug Benefit Supplement (HSDBS) coverage

The completion of a recent Compliance Verification Review determined that a pharmacy provider was unable to provide prescription documentation to support the claims.

Alberta Blue Cross administers the Alberta Human Services health benefits plan which provide coverage for essential prescriptions, non-prescription drugs and nutritional products for eligible clients.

The Alberta Human Services Drug Benefit Supplement (HSDBS) includes nutritional supplements and over-the-counter products such as pre-natal vitamins, specialized infant formulas, children's vitamins and cold medications, nutritional products and smoking cessation and nicotine replacement products.

We would like to remind pharmacy providers that all claims under the Alberta Human Services programs require the following:

- a valid prescription from a physician or valid prescriber (in all cases, including non-prescription drugs and nutritional products),
- transaction record that the product was dispensed in accordance to the prescription,
- any applicable documentation must be at the pharmacy at the time of the claim, and
- all documentation must be retained and provided to Alberta Blue Cross in the event of a Compliance Verification Review.

This review resulted in a recovery of more than \$5,000. 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.

When you have questions:

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



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