

# COMPLIANCE VERIFICATION

## BENEFACT UPDATE

NUMBER 9 • SEPTEMBER, 2021

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.

### Claims submission for Assessments for a Trial Prescription

The completion of recent Compliance Verification Reviews determined some pharmacy providers are claiming for an Assessment for a Trial Prescription where the service does not meet the definition in the Ministerial Order. These services included:

- follow-up with a patient after an injection or immunization;
- evaluation of laboratory results;
- follow-up with a patient after a physician or pharmacist prescribes a new medication, but a trial quantity was not dispensed; and
- assessment and monitoring of individuals using opioid medications as required by the Alberta College of Pharmacy.

The reviews resulted in recoveries of over \$300,000. 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.

The following provisions within the Ministerial Order 627/2019 describe the Compensation Plan for Pharmacy Services.

#### Section 1 - Definitions

*"Trial Prescription" means a Determination by a Clinical Pharmacist to dispense a reduced quantity of a newly prescribed Drug in order to assess the patient's response and tolerance to the Drug before dispensing the balance of the Prescription.*

For clarity, as per Section 3(8) of the Ministerial Order, the fee for the Pharmacy Service is payable only when an assessment of the patient's response and tolerance to the trial quantity is done.

At the time of the initial assessment, when the Clinical Pharmacist dispenses a reduced quantity of a newly prescribed Drug, the following must be submitted:

PIN	SSC	Fee	Intervention code
0071111/0081111	H	\$0	MT

When the follow-up assessment is completed, the following must be submitted:

PIN	SSC	Fee	Intervention code
0071111/0081111	M	\$20	VN – trial not tolerated Or VQ – trial OK, no side effects or concerns

For more information on the Compliance Verification Review process please see Pharmacy Compliance Verification Benefact number 1A issued in July 2019, found at

[www.ab.bluecross.ca/pdfs/pharmacy-benefacts/82320\\_benefacts\\_compliance.pdf](http://www.ab.bluecross.ca/pdfs/pharmacy-benefacts/82320_benefacts_compliance.pdf)

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## 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 Alberta Blue Cross's website at [albertabluecross.confidenceline.net](http://albertabluecross.confidenceline.net). 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.

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



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