

COMPLIANCE VERIFICATION

BENEFACT UPDATE

NUMBER 2 • SEPTEMBER 2019

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 spouses and dependents

The completion of a recent Compliance Verification Review on claims submitted by a pharmacy provider determined that the pharmacy provider was submitting claims under the cardholder's coverage number, and then submitting a second claim for the balance of the amount owing to the spouse's coverage number for the same prescription. This is not an acceptable claiming practice.

This review resulted in a recovery and 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.

We would like to remind all pharmacy providers of their responsibility to ensure accurate claims information is submitted to Alberta Blue Cross. Tips for successful online claim entry can be found in the Reference Guide for Alberta pharmacies. This guide can be found at <https://www.ab.bluecross.ca/pdfs/82477-ab-pharmacy-reference-guide.pdf>

For more information on the Compliance Verification Review process please see Benefact 1A, issued July 2019, found at https://ab.bluecross.ca/pdfs/pharmacy-benefacts/82320_compliance_1A.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 Alberta Blue Cross's website at 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.

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

