

Important information regarding potential disruption of postal services

In response to the possibility of an impending postal strike later this month, we would like to remind pharmacies that our secure pharmacy provider website provides the ability for pharmacies to:

- Review payment statements.
- Submit manual claims that cannot be submitted electronically.
- Inquire on product availability status and report product shortages.
- Request compound verification.
- Inquire on special authorization statuses.

Please visit <https://www.ab.bluecross.ca/provider/type/pharmacy/secure-online-site.php> for additional information.

Electronic funds transfers will not be impacted by the strike. They will continue to occur as indicated in the 2024 payment schedule on page 2 of Pharmacy Benefact 1147 available at <https://www.ab.bluecross.ca/pdfs/pharmacy-benefacts/pharmacy-benefact-1147.pdf>.

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](https://www.ab.bluecross.ca/providers/pharmacy-home.php)

