

## 2024/2025 holiday hours schedule

Most of the teams at Alberta Blue Cross will be off for a winter break from December 25, 2024, to January 1, 2025, inclusive. Our winter break will impact both the contact centre hours and the processing of manual claims. Please make note of the reduced contact centre hours below. In addition, **Alberta Blue Cross team members will be unavailable to process manual claims between December 25, 2024, to January 1, 2025, inclusive.**

Alberta Blue Cross Pharmacy Services Provider Relations representatives will be available during the following hours during the 2024/2025 holiday season to provide assistance with your inquiries about claims:

Date	Alberta Blue Cross Pharmacy Contact Centre hours (MST)
Sunday, December 22	9 a.m. to 5 p.m.
Monday, December 23	8 a.m. to 8 p.m. (regular hours)
Tuesday, December 24	8 a.m. to 3 p.m.
Wednesday, December 25	Closed
Thursday, December 26	Closed
Friday, December 27	9 a.m. to 5 p.m.
Saturday, December 28	9 a.m. to 5 p.m.
Sunday, December 29	9 a.m. to 5 p.m.
Monday, December 30	9 a.m. to 5 p.m.
Tuesday, December 31	9 a.m. to 3 p.m.
Wednesday, January 1	Closed
Thursday, January 2	8 a.m. to 8 p.m. (regular hours)



Thank you for your valuable contributions to our mutual clients, continued support, and partnership. We look forward to working with you in the new year to come. Happy Holidays from everyone at Alberta Blue Cross! We hope your holidays are filled with joy and laughter.

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# 2025 Alberta Blue Cross payment schedule

For your reference, below are the 2025 payment schedule dates for the following Alberta Blue Cross programs:

<b>Alberta Human Services</b>	<b>Government-sponsored</b>	<b>Group</b>	<b>Individual</b>
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<b>Cut-off *</b>	<b>Electronic funds transfer provider deposit date**</b>
January 6, 2025	January 16, 2025
January 20, 2025	January 30, 2025
February 3, 2025	February 13, 2025
February 17, 2025	February 27, 2025
March 3, 2025	March 13, 2025
March 17, 2025	March 27, 2025
March 31, 2025	April 10, 2025
April 14, 2025	April 24, 2025
April 28, 2025	May 8, 2025
May 12, 2025	May 22, 2025
May 26, 2025	June 5, 2025
June 9, 2025	June 19, 2025
June 23, 2025	July 3, 2025

<b>Cut-off *</b>	<b>Electronic funds transfer provider deposit date**</b>
July 7, 2025	July 17, 2025
July 21, 2025	July 31, 2025
August 4, 2025	August 14, 2025
August 18, 2025	August 28, 2025
September 1, 2025	September 11, 2025
September 15, 2025	September 25, 2025
September 30, 2025	October 9, 2025
October 13, 2025	October 23, 2025
October 27, 2025	November 6, 2025
November 10, 2025	November 20, 2025
November 24, 2025	December 4, 2025
December 8, 2025	December 18, 2025
December 22, 2025	January 2, 2026

\* Cut-off times for submission of claims via Claimstream is 11:59 p.m. on the date listed. The cut-off date applies to adjudicated claims.

\*\* Date providers receive deposit of funds into their accounts after midnight (12 a.m.).

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)

