

Updating pharmacy direct deposit banking information (independent pharmacies only)

Independent pharmacies can update their direct deposit banking information through our secure and self-serve Pharmacy Provider website or by completing the direct deposit authorization form. To make this process more efficient and secure, we are eliminating the completing and submitting of direct deposit authorization forms for independent pharmacies.

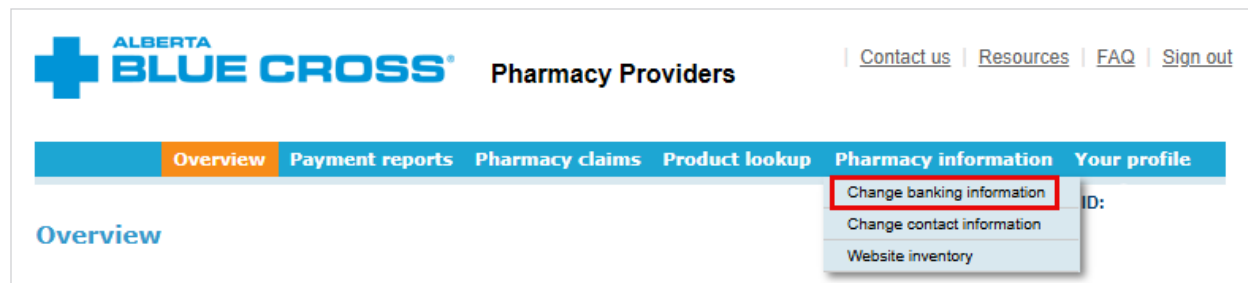
Effective April 1, 2025, changes to an independent pharmacy's direct deposit banking information must be made through our secure and self-serve Pharmacy Provider website by pharmacy owners. Please ensure your pharmacy is registered for an owner account.

Please refer to the Pharmacy Provider website user guide at <https://www.ab.bluecross.ca/pdfs/PPP-user-guide-Pharmacy-independent.pdf> for instructions on how to update your direct deposit information or follow the steps below:

1. Sign in to your owner account at <https://www.ab.bluecross.ca/provider/type/pharmacy/secure-online-site.php>.

If you do not have an Owner account yet, complete registration using the 'Register' option at <https://www.ab.bluecross.ca/provider/type/pharmacy/secure-online-site.php>.

2. Once you are signed in, navigate to the 'Pharmacy information' tab and click on 'Change banking information'.



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3. Enter your new banking information, verify it by re-entering the information and click **'Update'**.

The screenshot shows the 'Pharmacy Providers' interface for 'ALBERTA BLUE CROSS'. The navigation bar includes 'Overview', 'Payment reports', 'Pharmacy claims', 'Product lookup', 'Pharmacy information', and 'Your profile'. The 'Pharmacy information' section is active, with a sub-section for 'Change banking information'. It displays 'Current direct deposit information' with fields for Transit number (66668), Institution number (777), and Account number (33333333333). Below this is a section to 'Enter your new Bank account information' with three input fields for Transit number, Institution number, and Account number. A second identical set of fields is provided for verification. At the bottom, there are 'Reset' and 'Update' buttons, with the 'Update' button highlighted by a red box.

4. You will receive an email and phone call confirming your requested update.

If you own more than one pharmacy, you will need to update your banking information on each account separately. Changes may take up to one month to take effect as they must align with the payment run schedule.

If your pharmacy is part of a chain, please call our Pharmacy Agreement Management Team at 1-844-498-8292 or email at pamt@ab.bluecross.ca.

We're happy to help

If you have questions regarding accessing or using the secure website, contact Alberta Blue Cross at 1-866-969-2859.

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