

Updates to approved prescriber for Nutritional Products

Registered dietitians and registered nutritionists are eligible prescribers of infant formulas and nutritional products listed as regular benefit on the Alberta Drug Benefit List (ADBL) and Alberta Human Services Drug Benefit Supplement (HSDBS).

Effective immediately, in cases where the nutritional product is eligible for consideration by special authorization, registered dietitians and registered nutritionists may complete the Special Authorization request form and forward the request to Alberta Blue Cross®.

Please refer online for complete listings of products and coverage criteria. The *interactive Drug Benefit List (iDBL)* at https://www.ab.bluecross.ca/dbl/idbl_main1.php is a near real-time application, and as such, contains the most up-to-date information.

As a reminder, documents must be retained when submitting claims for nutritional products for coverage. To support the claim, the required elements for a prescriber to include on the documentation are the following

- name and address of the patient,
- product name,
- dosage, and directions for use,
- quantity of product to be dispensed,
- number of refills authorized,
- prescriber's name (e.g. dietitian, physician), ID number and phone number,
- prescriber's signature, and
- the date of the prescription.

All direct bill pharmacy claims from Alberta pharmacies must be submitted with the valid Alberta prescriber identification number and applicable reference code of the prescriber who authorized the prescription. Only in circumstances where the prescriber identification number is unknown may the pseudo ID be used in conjunction with the appropriate prescriber reference code. Please refer to [benefact number 930](#) for additional information on pseudo IDs.

Alberta Vaccine Booking System (AVBS) upgrade

Due to a system upgrade, there is a planned AVBS outage from 7 to 10 p.m. on **Sunday, March 30, 2025**. This outage will cause minor disruptions for pharmacy users, particularly during the creation of schedules on the internal portal. A banner will also be displayed on the internal portal to notify users about the outage.

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

