

Pharmacy Benefact

A BULLETIN FOR PHARMACY SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

Number 567 • December 2015

Important update 2015/2016 holiday hours schedule

Alberta Blue Cross Pharmaceutical Services Provider Relations representatives will be available the following hours during the 2015/2016 holiday season to provide assistance with your claiming inquiries:

| Date | Alberta Health Services/Alberta Blue Cross hours |
|------------------------|--|
| Thursday, December 24 | 8 a.m. to 3 p.m. |
| Friday, December 25 | Closed |
| Saturday, December 26 | Closed |
| Sunday, December 27 | 9 a.m. to 5 p.m. |
| Monday, December 28 | 8 a.m. to 8 p.m. (regular hours) |
| Tuesday, December 29 | 8 a.m. to 8 p.m. (regular hours) |
| Wednesday, December 30 | 8 a.m. to 8 p.m. (regular hours) |
| Thursday, December 31 | 8 a.m. to 3 p.m. |
| Friday, January 1 | Closed |



The Pharmaceutical Services Department at Alberta Blue Cross wishes you peace, joy and prosperity throughout the coming year. Thank you for your continued support and partnership. We look forward to working with you in 2016!

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2016 payment schedule

For your reference, below is the 2016 payment schedule dates for the following programs.

| Alberta Blue Cross programs <ul style="list-style-type: none">• Alberta Human Services• Government-sponsored• Group• Individual | |
|---|--|
| Cut-off* | Electronic funds transfer provider deposit date** |
| January 4, 2016 January 18, 2016 | January 14, 2016 January 28, 2016 |
| February 1, 2016 February 15, 2016 | February 11, 2016 February 25, 2016 |
| February 26, 2016 March 14, 2016 | March 10, 2016 March 24, 2016 |
| March 28, 2016 April 11, 2016 | April 7, 2016 April 21, 2016 |
| April 25, 2016 May 9, 2016 | May 5, 2016 May 19, 2016 |
| May 23, 2016 June 6, 2016 | June 2, 2016 June 16, 2016 |
| June 20, 2016 July 4, 2016 | June 30, 2016 July 14, 2016 |
| July 18, 2016 August 1, 2016 | July 28, 2016 August 11, 2016 |
| August 15, 2016 August 28, 2016 | August 25, 2016 September 8, 2016 |
| September 12, 2016 September 26, 2016 | September 22, 2016 October 6, 2016 |
| October 10, 2016 October 24, 2016 | October 20, 2016 November 3, 2016 |
| November 7, 2016 November 21, 2016 | November 17, 2016 December 1, 2016 |
| December 5, 2016 December 19, 2016 | December 15, 2016 December 29, 2016 |
| January 2, 2017 | January 12, 2017 |

*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.).

When you have questions:

For assistance with benefit or claim inquiries, please contact an Alberta Blue Cross Pharmacy Services Provider Relations call 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)



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