

Alberta Blue Cross reminds pharmacies of the ability to obtain real-time authorizations for over 100 days' supply

This process offers you the convenience of submitting claims for over 100 days' supply and significantly reduces the number of times you will be required to contact Alberta Blue Cross for prior approval, allowing you to address other priorities.

To take advantage of the real-time authorization process for over 100 days' supply, you simply make real-time claim submissions—as you normally would—for required medications and days' supply including those in excess of 100 days' supply.

The claim will be adjudicated and accepted if the member is eligible for a supply greater than 100 days.

Criteria for approval of Non-Group (Group 1) and Group 66 for over 100 days' supply

- Available only for members leaving the province for more than 100 days.
- One authorization per benefit period (July 1 to June 30).
- Up to a maximum of 200 days' supply considering quantities on hand.
- Plan members must be stabilized on their medication.
- Consecutive authorizations will not be approved.
- Alberta providers only (this applies to Group 66 and Non-Group).

With some claims, it will be necessary to contact Alberta Blue Cross for prior authorization. We recommend that you first submit all claims. If you receive the response code D9 – “Call Adjudicator”, contact the Alberta Blue Cross Pharmaceutical Services contact centre at 780-498-8370 (Edmonton and area), 403-294-4041 (Calgary and area) or toll free at 1-800-361-9632.

When phoning, have the following information ready to provide to the Alberta Blue Cross contact centre representative:

- Pharmacy license number
- Alberta Blue Cross ID number
- Days' supply
- Member's first and last name
- DIN(s)
- For Non-Group members, their date of departure and date of return is required.
- Date of birth
- Quantity requested

If phoning is not an option, you may fax the Alberta Health Over 100 Days' Supply Authorization request form to Alberta Blue Cross. The form can be printed from the Alberta Blue Cross web site at www.ab.bluecross.ca/providers/pharmacy-resources.php.

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Direct billing response codes (please note these have recently been updated).** These updates will provide enhanced clarity at time of claim and reduce the need to contact Alberta Blue Cross regarding claim rejections.

Response code	Response message	Reason for response code (adjudication outcome)	Steps to manage claim rejection
SD	"Max days supply allowed is X"	Days' supply submitted exceeds maximum days supply allowed.	Claim can be resubmitted with a maximum X-day supply allowed as indicated in the first line of the response message. (Note: quantity to be adjusted to the day supply allowed)
	"Days' supply exceeds quantity authorized"	Days' supply submitted exceeds days supply authorized by Alberta Blue Cross.	Claim must be resubmitted with the approved days supply authorized by Alberta Blue Cross.
DP**	"Quantity exceeds maximum per claim"	Quantity submitted is greater than quantity authorized by Alberta Blue Cross.	Claim must be resubmitted with quantity authorized by Alberta Blue Cross.
DR**	"Days' supply lower than minimum allowable"	Days' Supply submitted is lower than days' supply authorized by Alberta Blue Cross.	Claim must be resubmitted with days' supply authorized by Alberta Blue Cross.
DQ**	"Quantity is less than minimum per claim"	Quantity submitted is less than quantity authorized by Alberta Blue Cross.	Claim must be resubmitted with quantity authorized by Alberta Blue Cross.
D9	"Call Adjudicator"	The member has Non-Group (Group 1) coverage. The member has Alberta Human Services (AISH) coverage. The member has a coordination of benefits. Narcotic/controlled medications. Packaging of medication cannot be dispensed in a days' supply = to the days supply request (such as Didrocal kits, insulin or inhalers). Final days' supply submitted exceeds the term date of the member's coverage.	Authorization may be eligible but requires the pharmacy provider to contact Alberta Blue Cross for consideration of approval.
KN	"Day supply limit for period exceeded"	The days' supply request is greater than the approved special authorization period.	Authorization may be eligible but requires the pharmacy provider to contact Alberta Blue Cross for consideration of approval.
DM	"Days' supply exceeds plan limit"	Plan does not allow for Quantity Authorization.	Members benefit plan does not allow for Quantity Authorization.
GD	"Not eligible for a Quantity Authorization"	Member is in palliative care.	Palliative care members are not eligible for a greater than 100 day Quantity Authorization.
		Coverage must be active for 90 days prior to the service date to be eligible for a Quantity Authorization.	Members must have had coverage for a minimum of 90 days prior to request for a greater than 100 days' supply.

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Response code	Response message	Reason for response code (adjudication outcome)	Steps to manage claim rejection
GD	"Not eligible for a Quantity Authorization"	No prior history of the medication within three months prior to date of service on claim submitted.	Member must be stabilized on his or her medication. If patient records indicate a Group 66 member is stabilized on the medication, contact Alberta Blue Cross for consideration of approval.
		Member has exceeded the number of allowable quantity authorizations in a given benefit year.	Member's benefit plan limits the number of Quantity Authorizations that may be approved in a given benefit year.
B1	"Pharmacy not Authorized to submit claim"	Provider submitting claims is outside of Alberta.	Only Alberta pharmacy providers are eligible to submit claims for requests for Non-Group (Group 1) and Group 66 members greater than 100 days' supply.

When you have questions:

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 Benefits and supplemental claiming information to assist with the submission of your direct bill drug claims. Visit <https://www.ab.bluecross.ca/providers/pharmacy-home.php>



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