

# Pharmacy Benefact

A BULLETIN FOR PHARMACY SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

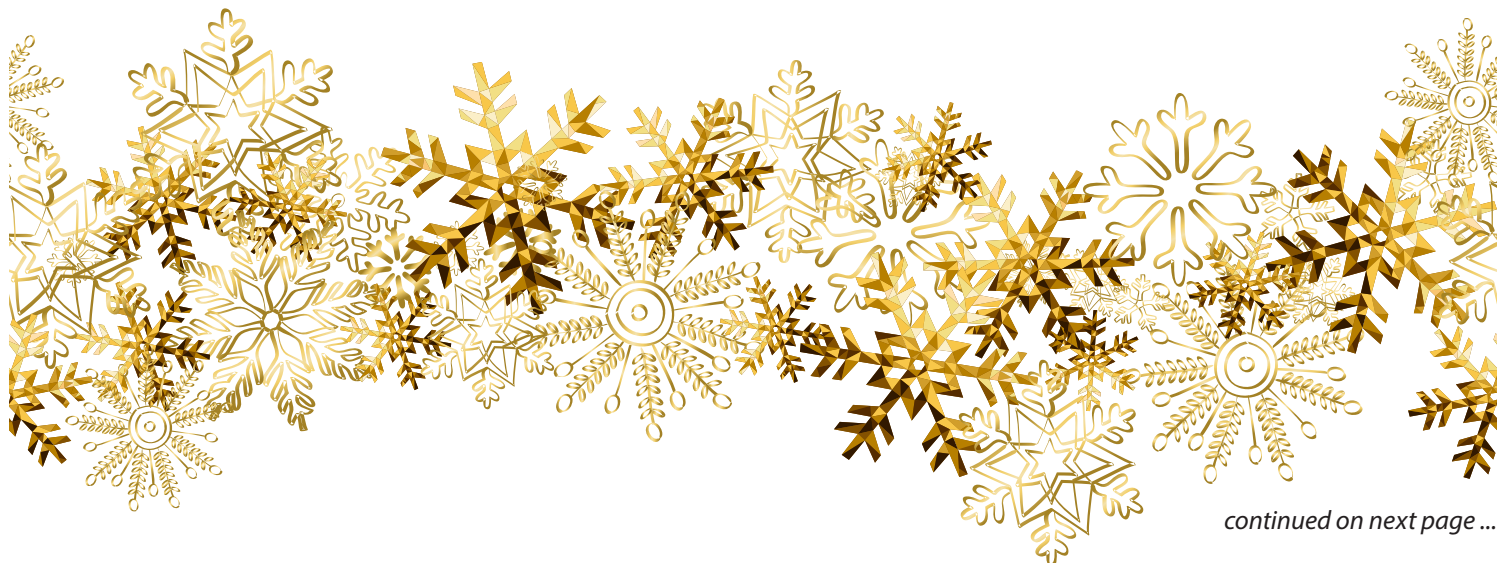
Number 774 • December 2018

## 2018/2019 holiday hours schedule

Alberta Blue Cross Pharmacy Services Provider Relations representatives will be available the following hours during the 2018/2019 holiday season to provide assistance with your claiming inquiries:

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

The Pharmacy 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 2019!



*continued on next page ...*

# 2019 payment schedule

For your reference, below is the 2019 payment schedule dates for the following programs:

|                                    |                        |         |              |
|------------------------------------|------------------------|---------|--------------|
| <b>Alberta Blue Cross programs</b> |                        |         |              |
| • Alberta Human Services           | • Government-sponsored | • Group | • Individual |

| Cut-off*          | Electronic funds transfer provider deposit date** |
|-------------------|---|
| December 28, 2018 | January 10, 2019                                  |
| January 14, 2019  | January 24, 2019                                  |
| January 28, 2019  | February 7, 2019                                  |
| February 11, 2019 | February 21, 2019                                 |
| February 25, 2019 | March 7, 2019                                     |
| March 11, 2019    | March 21, 2019                                    |
| March 25, 2019    | April 4, 2019                                     |
| April 8, 2019     | April 18, 2019                                    |
| April 22, 2019    | May 2, 2019                                       |
| May 6, 2019       | May 16, 2019                                      |
| May 20, 2019      | May 30, 2019                                      |
| June 3, 2019      | June 13, 2019                                     |
| June 17, 2019     | June 27, 2019                                     |
| July 1, 2019      | July 11, 2019                                     |

| Cut-off*           | Electronic funds transfer provider deposit date** |
|--------------------|---|
| July 15, 2019      | July 25, 2019                                     |
| July 27, 2019      | August 8, 2019                                    |
| August 12, 2019    | August 22, 2019                                   |
| August 26, 2019    | September 5, 2019                                 |
| September 9, 2019  | September 19, 2019                                |
| September 23, 2019 | October 3, 2019                                   |
| October 7, 2019    | October 17, 2019                                  |
| October 21, 2019   | October 31, 2019                                  |
| November 4, 2019   | November 14, 2019                                 |
| November 18, 2019  | November 28, 2019                                 |
| December 2, 2019   | December 12, 2019                                 |
| December 16, 2019  | December 26, 2019                                 |
| December 27, 2019  | January 9, 2020                                   |

\*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.).

## If you have benefit or claim inquiries:

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)

## If you have questions about the Pharmacy Provider website:

Contact us Monday to Friday from 8:00 am to 4:30 pm (MT) at **1-866-969-2859** (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 [www.ab.bluecross.ca/providers/pharmacy-home.php](http://www.ab.bluecross.ca/providers/pharmacy-home.php)

