

Declaration of a State of Local Emergency for Fort McMurray and surrounding area, and Mackenzie #23 Region, Alberta residents

Due to the flooding in the Regional Municipality of Wood Buffalo and the Mackenzie #23 Region, many Alberta residents may be seeking temporary pharmacy services from pharmacies across Alberta.

Alberta Blue Cross understands that a variety of situations may arise when plan members are unable to provide pharmacy providers with their ID card information. In such instances, we are available to assist pharmacy providers with confirmation of plan member and benefit eligibility. Please contact your Alberta Blue Cross pharmacy representatives for assistance at the following numbers:

780-498-8370 (Edmonton and area)

403-294-4041 (Calgary and area)

1-800-361-9632 (toll free)

While standard claim adjudication edits continue to be applied, Alberta Blue Cross will allow Early Refills if the member was impacted by the evacuation. The use of Early Refill intervention code "UF" – may be used where the member's prescription requires replacement due to this evacuation. Use of an intervention code to support a pharmacist's decision to dispense early must be documented and on the prescription record or patient file and may be requested for compliance verification.

Information regarding this evacuation can be found at www.alberta.ca/emergency.aspx

Pharmacy services fees for assessments to ensure continuity of care

Fees for assessments for ensuring continuity of care in the event of a declaration of a state of emergency or declaration of a state of local emergency are eligible effective April 27, 2020, and will remain eligible until such time as the declaration has been terminated or ceases to be in effect.

As per section 3(6) of the ministerial order for pharmacy services (M.O. 627-2019), a pharmacist who renews an existing prescription to dispense a Schedule 1 drug or blood product to ensure continuity of care may be eligible to claim a pharmacy services fee for assessment for ensuring continuity of care in the event of a declaration of a state of emergency or declaration of a state of local emergency.

Claims processes

An assessment fee of up to \$20 for the assessment for ensuring continuity of care in the event of a declaration of a state of emergency or declaration of a state of local emergency may be claimed as per the compensation plan for pharmacy services.

Netcare should be accessed to validate medication history, Personal Health Number (PHN) and demographic information. The individual's PHN will be used to confirm eligibility. Incorrect submission of the client's eligibility will result in claim rejections with the response code of C8 – **No record of this beneficiary.**

All claims must be submitted electronically through the Alberta Blue Cross PRIDE RT claims adjudication system with the following data elements:

- Carrier code 16 (as the third-party plan)
- Group number for all transactions must be 23464, Section 000
- Pharmacy license number
- Pharmacist identification number
- Client number: client's PHN as the client number
- Client's full name: last and first name
- Client's date of birth
- Client's gender
- Relationship code: should your software require you to enter a relationship code, zero (0) must be used as the default
- Prescriber reference ID number
- Service date
- PIN 00071119 where the pharmacy service is performed by a clinical pharmacist; or 00081119 where the pharmacy service is performed by a clinical pharmacist with additional prescribing authorization
- Special Service Code I (SSC I)

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 ab.bluecross.ca/providers/pharmacy-home.php

