

Alberta vaccine records

Alberta Health has received a high number of queries from Albertans indicating discrepancies to their vaccine record after receiving their COVID-19 vaccine.

Pharmacies are reminded to submit correct vaccine administration claims to Alberta Blue Cross as this information is used to generate individualized **Alberta COVID Records**, which is used by Albertans to show proof of vaccination status for travel and for the Vaccine Exemption Program required for entry into some businesses and events in Alberta.

To prevent any issues related to an incorrect vaccine record, please ensure that the pharmacy

- submits the claim on the day of vaccine administration,
- submits the claim using the correct PIN associated to the COVID-19 vaccine, and
- confirms the individual receiving the vaccination has a valid Alberta Personal Health Number (**PHN**). See below for more information regarding the process to validate a PHN.

Vaccine administration claims

Pharmacies are reimbursed for the administration of a publicly funded vaccine, such as influenza, COVID-19, pneumonia and dTap for pregnancy when provided to Albertans with a valid PHN.

The claims submission process for vaccine administration only updates an individual's immunization record with Alberta Health if they have a valid PHN. The record of vaccine administration by pharmacies to individuals without a valid PHN will not appear in ImmARI, Alberta Netcare and MyHealth Record. Please confirm the Albertan's PHN prior to administration.

If an individual does not have a valid PHN, they MUST be re-directed to 811/Health Link or the Alberta Vaccine Booking System to rebook their vaccine appointment at an Alberta Health Services clinic.

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Unique Lifetime Identifier (ULI) versus PHN

Community pharmacies have expressed concern that despite confirming a PHN number is in Alberta Netcare, their claims have not been reimbursed. Identification of an individual through Netcare will retrieve either a PHN or ULI number.

Individuals who have accessed health services while in Alberta will have a ULI number created. This will support the appropriate documentation of the health services in Alberta Netcare (if indicated). A ULI is a nine-digit code, like a PHN, that is created by Alberta Health Services; however, this number is not associated with basic health coverage with the Alberta Health Care Insurance Plan (AHCIP). When the individual becomes eligible and receives health care coverage through the AHCIP, the ULI becomes a PHN.

The following steps will assist pharmacies in determining if an individual has a PHN or ULI displayed in Netcare:

- When looking for an individual in Alberta Netcare, either manually or with your dispensing software, community pharmacies are asked to look for an 'Eligibility Date' associated to the nine-digit number.
- The eligibility date confirms when the individual started receiving basic health coverage through the AHCIP. **For clarity, if there is an eligibility date then the displayed number is the active PHN.**
- If there is no date, then the individual is not enrolled in the ACHIP, there is no active PHN and the Albertan will need to be vaccinated elsewhere.

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

