

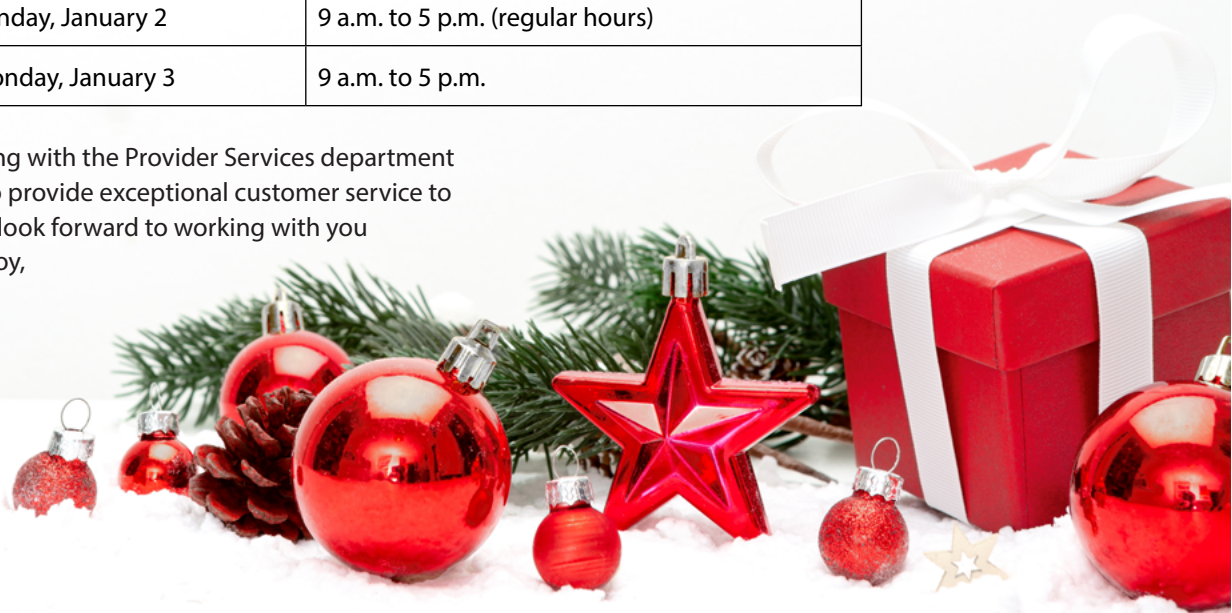
2021/2022 holiday hours schedule

Alberta Blue Cross Pharmacy Services Provider Relations representatives will be available the following hours during the 2021/2022 holiday season to provide assistance with your claiming inquiries:

Date	Alberta Blue Cross hours
Thursday, December 23	8 a.m. to 8 p.m. (regular hours)
Friday, December 24	9 a.m. to 3 p.m.
Saturday, December 25	Closed
Sunday, December 26	Closed
Monday, December 27	9 a.m. to 5 p.m.
Tuesday, December 28	9 a.m. to 5 p.m.
Wednesday, December 29	8 a.m. to 8 p.m. (regular hours)
Thursday, December 30	8 a.m. to 8 p.m. (regular hours)
Friday, December 31	8 a.m. to 3 p.m.
Saturday, January 1	Closed
Sunday, January 2	9 a.m. to 5 p.m. (regular hours)
Monday, January 3	9 a.m. to 5 p.m.

Thank you for partnering with the Provider Services department at Alberta Blue Cross to provide exceptional customer service to our mutual clients. We look forward to working with you in 2022, and wish you joy, health and peace in the new year!

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2022 Alberta Blue Cross payment schedule

For your reference, below are the 2022 payment schedule dates for the following Alberta Blue Cross programs:

Alberta Human Services	Government-sponsored	Group	Individual
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Cut-off*	Electronic funds transfer provider deposit date**
January 10, 2022	January 20, 2022
January 24, 2022	February 3, 2022
February 7, 2022	February 17, 2022
February 21, 2022	March 3, 2022
March 7, 2022	March 17, 2022
March 21, 2022	March 31, 2022
April 4, 2022	April 14, 2022
April 18, 2022	April 28, 2022
May 2, 2022	May 12, 2022
May 16, 2022	May 26, 2022
May 31, 2022	June 9, 2022
June 13, 2022	June 23, 2022
June 27, 2022	July 7, 2022

Cut-off*	Electronic funds transfer provider deposit date**
July 11, 2022	July 21, 2022
July 25, 2022	August 4, 2022
August 8, 2022	August 18, 2022
August 22, 2022	September 1, 2022
September 5, 2022	September 15, 2022
September 19, 2022	September 29, 2022
October 3, 2022	October 13, 2022
October 17, 2022	October 27, 2022
October 31, 2022	November 10, 2022
November 14, 2022	November 24, 2022
November 28, 2022	December 8, 2022
December 12, 2022	December 22, 2022
December 26, 2022	January 5, 2023

* 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.).

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2022 National payment schedule

For your reference, below are the 2022 payment schedule dates for National claims:

Cut-off*	Electronic funds transfer provider deposit date**
December 29, 2021 [†]	January 6, 2022
January 10, 2022	January 20, 2022
January 24, 2022	February 3, 2022
February 7, 2022	February 17, 2022
February 22, 2022	March 3, 2022
March 7, 2022	March 17, 2022
March 21, 2022	March 31, 2022
April 4, 2022	April 14, 2022
April 18, 2022	April 28, 2022
May 2, 2022	May 12, 2022
May 16, 2022	May 26, 2022
May 30, 2022	June 9, 2022
June 13, 2022	June 23, 2022

Cut-off*	Electronic funds transfer provider deposit date**
June 27, 2022	July 7, 2022
July 11, 2022	July 21, 2022
July 25, 2022	August 4, 2022
August 8, 2022	August 18, 2022
August 22, 2022	September 1, 2022
September 6, 2022	September 15, 2022
September 19, 2022	September 29, 2022
October 3, 2022	October 13, 2022
October 17, 2022	October 27, 2022
October 31, 2022	November 10, 2022
November 14, 2022	November 24, 2022
November 28, 2022	December 8, 2022
December 12, 2022	December 22, 2022

* 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.).

[†] Date changed from December 27, 2021, to December 29, 2021.

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

