

# COMPLIANCE VERIFICATION BENEFACT

A BULLETIN FOR PHARMACY SERVICE PROVIDERS FROM ALBERTA BLUE CROSS®

Number 13 • March 2025

## Alberta Blue Cross® Pharmaceutical Services Provider Agreement compliance verification review update

At Alberta Blue Cross®, we are committed to safeguarding the value and sustainability of the benefit plans and programs we are entrusted to administer. To ensure claims are paid appropriately by plan sponsors, we employ strategies to protect the integrity of our customers' benefit plans.

### Claiming of Pediasure Oral Liquid (PIN 00999993)

A recent Compliance Verification Review determined some pharmacy providers claimed an ineligible benefit using an eligible Product Identification Number (PIN). The pharmacies submitted the claims under PIN 00999993 which is assigned to Pediasure Oral Liquid but dispensed Pediasure Complete (PIN 00098994), which is not listed as an eligible benefit in the Alberta Drug Benefit List (ADBL) or the Alberta Human Services Drug Benefit Supplement (HSDBS).

As indicated in the Pharmacy Providers Resources page found in <https://www.ab.bluecross.ca/providers/pharmacy-resources.php>, Pediasure Oral Liquid (PIN 00999993) includes Universal Product Code (UPC) 00055325014003, 00055325013907 and 00055325203735. Any UPC other than these three, including the UPC for Pediasure Complete cannot be considered under PIN 00999993.

The ADBL and HSDBS includes the following as eligible benefits:

- Pediasure Oral Liquid (PIN 00999993)
- Pediasure Fibre Oral Liquid (PIN 00990029)
- Pediasure Peptide 1 Cal (PIN 00989998)
- Pediasure Plus with Fibre (PIN 00999434) – with Special Authorization.

Pharmacies may refer to [Pharmacy Benefact Number 921 - December 2020](#) for detailed information on nutritional products, including the process of using the list, claim submissions and documentation requirements. The enhanced list also contains product descriptions, package size information and UPC listing.

The reviews resulted in recoveries. As part of our processes, we have returned the monies directly back to the plan sponsor in fulfillment of our obligation to ensure the sustainability of their benefit plans.

For more information on the Compliance Verification Review process, please review Pharmacy Compliance Verification Benefact number 1 issued in July 2019, found at: [www.ab.bluecross.ca/pdfs/pharmacy-benefacts/82320\\_benefacts\\_compliance.pdf](http://www.ab.bluecross.ca/pdfs/pharmacy-benefacts/82320_benefacts_compliance.pdf)

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### How you can help

If you suspect any suspicious or inappropriate claiming activity from plan members or providers, please report it immediately by calling 1-866-441-8477 or through the Alberta Blue Cross® website at <https://albertabluecross.confidenceline.com/>. All information will be kept strictly confidential. Suspicious activity may also be reported anonymously to Claims Audit and Investigation Services Alberta Blue Cross®, 10009-108 Street NW, Edmonton, AB, T5J 3C5.

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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](https://ab.bluecross.ca/providers/pharmacy-home.php)

