

Enhanced website provides topical compound authorizations in real time

Compound authorizations are moving online

Based on your feedback to obtain information through other avenues and reduce time spent on the phone, we're excited to announce that, effective October 21, 2020, all pharmacies registered for the Pharmacy Provider Website can now submit inquiries for topical compound authorizations online. Simply visit our pharmacy provider site at ab.bluecross.ca/providers/pharmacy-secure-online-site.php any time to

- view a plan member's compound history;
- confirm compound eligibility for your patient with near real-time topical compound authorization results;
- view your pharmacy's previous compound authorizations; and
- continue to inquire on special authorization, view your payment reports and change address and banking information.

If you have not yet registered for our pharmacy provider website, please visit ab.bluecross.ca/providers/pharmacy-secure-online-site.php to access the user guide and register for an account. The website allows pharmacy owners to register for up to three accounts. Each account has varying levels of permission as noted below. We recommend registering for an owner account first to get full access to all the features on the website.

Account	Responsible for registering account	Shared account	Update pharmacy information	View pharmacy resources	Access payment reports	Access SA status reports	Access compound authorizations
Owner	✓	✗	✓	✓	✓	✓	✓
Administrator	✗	✓	✗	✓	✓	✗	✗
Staff	✗	✓	✗	✓	✗	✓	✓

Features coming soon to the pharmacy provider website include the following:

- ☑ Review product shortage information to find out when a product will be available and what alternative products are available.
- ☑ Submit your manual paper claims online allowing for multiple entries for one patient and tracking of claims—you will no longer have to fax paper claims.

We're happy to help

If you have questions about a compound authorization or other claim inquires, please contact the Provider Relations contact centre at **780-498-8370** (Edmonton and area), **403-294-4041** (Calgary and area), or **1-800-361-9632** (toll-free).

