

# Your Alberta Blue Cross® toolkit for submitting claims online

*As part of the TELUS Health network, Alberta Blue Cross is proud to offer online claims submission. Join thousands of other providers and submit your patients' claims online to save time, paper and resources.*

## HOW ONLINE CLAIMS ARE PROCESSED

Alberta Blue Cross processes payments to providers daily. The total amounts are accrued overnight, and payment files go out to your financial institution the following morning. Funds are then deposited in your account according to the processing times of your financial institution.

## BENEFITS OF SUBMITTING CLAIMS ONLINE

### SAVE MONEY

When you sign up for online claims submission, you could save money! You are likely charged a fee every time your patient pays with a credit card. When you submit claims online, your patient pays only what their Alberta Blue Cross plan does not cover. When you charge less to the patient's credit card, you could pay lower transaction fees. There are no fees to sign up or submit to Alberta Blue Cross for the provider or the member.

### GUARANTEED PAYMENTS

You are guaranteed to receive payments daily when you submit claims online. Payments are sent by direct deposit, that way your payments are deposited directly into your bank account.

### CLAIMING IS SIMPLE

Submitting a claim online to Alberta Blue Cross is quick, easy and secure. Once you have verified your patient's identity, you simply submit the claim for processing. Within seconds, results are displayed confirming the amount the benefit plan pays. You can verify how much your patient's Alberta Blue Cross benefit plan will cover before proceeding with the product or service.

### SATISFIED PATIENTS

With online claim submission, your patient is required to only pay the portion not covered under their benefit plan. Within seconds of submission, results will be displayed.

### HELP THE ENVIRONMENT

Reduce paper consumption by only printing the reports you need.

## ID CARD SAMPLES

In order to submit claims online, you'll need to know your patient's **Group** or **Policy Number** as well as their **ID Number**.

Below are two sample Alberta Blue Cross ID cards with that information highlighted.

**ALBERTA BLUE CROSS**

MEMBER John Abe Doe  
GROUP NAME Company XYZ

**GROUP/POLICY NUMBER 123**

ID NUMBER	NAME	SECTION XY
<b>1234567 - 81</b>	John Abe Doe	
1234567 - 82	Jane Barbara Doe	
1234567 - 83	Sam Charles Doe	
1234567 - 84	Mary Ellen Doe	
1234567 - 85	Stephen David Doe	

ab.bluecross.ca

Sample one

**TRAVEL EMERGENCY CONTACTS**  
1-888-772-2583 Canada and U.S.A. (toll free)  
1-403-225-4289 in all other countries (call collect)  
For more information, visit [abcrossstravel.ca](http://abcrossstravel.ca)

**GENERAL INQUIRIES**  
Contact Alberta Blue Cross at 1-800-661-6995

**INFORMATION FOR PROVIDERS**  
For provider support with direct billing claims, please call 1-877-272-7778.  
**Pharmacists**, add leading zeros to group/policy number and **use carrier code 11**.  
**Dental providers, use carrier code 00090**.

By presenting this card or Alberta Blue Cross ID number, I consent to the collection, use and disclosure of my personal information as described in the Alberta Blue Cross Privacy Policy posted at [ab.bluecross.ca](http://ab.bluecross.ca) or call 1-800-661-6995.

**TRAVEL ASSISTANCE**  
In the event of a **MEDICAL EMERGENCY**, please call our travel assistance phone number (located on the left-hand side) as soon as possible.  
Be prepared to quote your group/policy and ID numbers as they appear on the front of the card.

**ALBERTA BLUE CROSS**

MEMBER **Member Name**  
**Group Name**

CLASS	BENEFITS	EFFECTIVE YY/MM/DD
Family	Dental	11/11/11
Family	Dental	11/11/11
Family	Dental	11/11/11
Family	Dental	11/11/11
Family	Dental	11/11/11
Family	Dental	11/11/11

Sample two

MEMBER	SECTION
<b>9515</b>	<b>9515</b>

ID NUMBER	NAME
<b>0000000-00</b>	Member Name
0000000-00	Member Name
0000000-00	Member Name
0000000-00	Member Name
0000000-00	Member Name
0000000-00	Member Name

## CONTACT US

Alberta Blue Cross offers phone support as well as email support. Our regular office hours are Monday to Friday, 8:30 a.m. to 5 p.m. Mountain Time. If you have any questions, please visit [ab.bluecross.ca](http://ab.bluecross.ca) or contact Alberta Blue Cross Health Provider Relations:

**Edmonton area:** 780-498-8083

**Toll-free:** 1-800-588-1195

**healthinq@ab.bluecross.ca**

