

# Find answers to your claim and benefit questions online

[www.ab.bluecross.ca/online\\_services](http://www.ab.bluecross.ca/online_services)



Do you need to know if your claim has been processed or when you are next covered for a dental checkup? You can find this information—and more—online. The Alberta Blue Cross secure web site for plan members is available seven days a week to give you the answers you need.

## To register for site access, enter information from your ID card

The first time you use the site, you will be asked to enter the following information:

- 1 Group number
- 2 ID number
- 3 Date of birth

- 4 To complete your registration, you must also enter the password you wish to use and submit a reminder question and answer, which will be used online to verify your identity if you forget your password or need to change it.

### Group number

### ID number

Note: For site entrance, you'll need the primary member's ID number (including the dash if it appears on your card).

GROUP	2007	SECTION	B2	CLASS	FAMILY
ID NUMBER		NAME			
1234567-33		JANET D SMITH			
1234567-34		JACK P SMITH			
1234567-35		DAVID C SMITH			
1234567-36		JOANNE S SMITH			

**Alberta Blue Cross ID card**

By presenting this card or Alberta Blue Cross identification number, I acknowledge that I consent to the use of my personal information for the administration of my benefit plan as described in the Alberta Blue Cross Privacy Policy posted at [www.ab.bluecross.ca](http://www.ab.bluecross.ca) or call 1-800-661-8695.

## Check the status of your claims

If you have sent in a claim during the past 24 months and would like to find out if it's been received or processed, visit the **Your claims** section of the web site. If your claim has been processed, a statement will be available for you to view and print. These claim statements can be submitted as official tax receipts to Canada Revenue Agency.

## Review a summary of your claims

To view the total amount of health and dental claims submitted by you and assessed by Alberta Blue Cross during the past two years, check your claim summary in the **Your claims** section.

You may choose a specific time period and indicate whose claims you'd like to view. After clicking the **Submit** button, you will see a summary of claims that were assessed by Alberta Blue Cross during the time period you requested.

## Download forms

Our most frequently used forms are also available online in the **Forms** section.

**MEMBER SERVICES**

- Home
- Submit claims online
- Your claims**
- Summary of your claims
- Dental
- Health
- Direct bill drugs
- Health Spending Account
- Wellness Spending Account
- Your benefits
- Forms
- Change password
- Reminder questions
- Your profile

### Claim summary

Your claim summary lists claims received and assessed by Alberta Blue Cross. You may specify the time period to a maximum of three years and which person's information you wish to see by using the form below. The dates can be changed using the calendars to the right of the fields or entering a new date.

**What information would you like to see?**

Date From (YYYY-MM-DD)  To (YYYY-MM-DD)

Person  All individuals covered on your plan  
 Olga

## Check your benefit details

Click on **Your benefits** to find specific information about your dental, vision and prescription drug benefits.

**Prescription drugs** What is my coverage? Drug look-up  
Last updated Jul 21, 2011 - 5:00 am MT

Drug look-up - check to see if a specific drug is covered under your plan.  
Tip: For faster, more accurate results, search by DIN. Using the drug name may take longer and could return several results.

Drug identification number (DIN)  Drug name

Drug identification number (DIN)

Dispensed in the province of

Select an individual

## Prescription drugs

- how much coverage you have, and
- look up which specific drug is covered under your plan.

## Vision and dental

- how much coverage you or your dependents have,
- details of maximums and percentage payable,
- how much each individual has used so far, and
- when you and your dependents will next be eligible for the full vision benefit maximum or a dental checkup.

**Vision** What is my coverage? What have I used? When am I eligible for the full maximum?  
Last updated Sep 8, 2011 - 5:00 am MT

**What is my coverage?**

Coverage	Payable at
Prescription glasses/contacts/laser eye surgery	100%
Eye exam (Age restrictions may apply*)	100%

**Plan maximums**

Prescription glasses/contacts/laser eye surgery	\$250 per 24 months for ages 14 and up
	\$250 per 12 months for ages 0 to 13
Eye exam (Age restrictions may apply*)	\$65 per occurrence (included in the \$250 maximum)

**Dental** What is my coverage? What have I used? When can I go for my next check up?  
Last updated Sep 8, 2011 - 5:00 am MT

Dental check-ups are payable at 100% of the 2011 [Alberta Blue Cross Dental Fee Schedule](#).

Name	Code	Procedure	Next date eligible
Alexander	01202	Recall exam	Oct 28, 2011
	02142	Bitewing X-ray	Oct 28, 2011
	11101	Polishing	Oct 28, 2011
	12101	Fluoride	Oct 28, 2011

## Update your profile information

Use the **Your profile** area of the web site to

- **Change your address** and check the birth date and phone numbers we have on file for you and your dependents;
- **Print new ID cards** for you and your dependents;
- **Arrange for direct deposit** of your claim payments; and
- **Sign up for paperless claim and treatment plan statements.** Whenever a claim statement is available, you will receive an e-mail advising you to sign in to the secure web site to view it.

## Submit your claims online

Visit the **Submit claims online** area of the web site. Select one of three benefit categories that match your claim (drug, health or vision) and follow the step-by-step guide to submit your claims online and receive reimbursement faster than ever.



## Customer services

Every page throughout the site has a link to our Customer Services department. Just click on the **Contact us** link, submit your question and we'll reply as soon as possible.

You can also call 780-498-8000 if you are calling from Edmonton and area or our toll-free number 1-800-661-6995 if you are calling from other areas of Canada and the U.S.A. Our office hours are 8:30 a.m. to 5 p.m. (Mountain Time) Monday through Friday.