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Subject: Good Faith Claims Payment Policy Update	Reference: Good Faith Claims Payment Policy	

To: All practitioners and billing staff:

Effective March 31, 2020, Alberta Health will not make payment in good faith for claims submitted for services rendered when the eligibility of a patient is not verified or for services rendered in a hospital setting when the Alberta Personal Health Number (PHN) is not present or the coverage is not verified through Netcare.

The following information and guidelines will assist you with the implementation of this policy.

To help reduce the number of claims refused due to problems with a patient's eligibility for benefits, always verify that your patient has AHCIP coverage.

- If the Alberta Personal Health Card is not available, advise patients to carry and present their Card every time they require services.
- Alberta Health provides a 24-hour interactive telephone inquiry service that enables physicians and their staff to check a patient's eligibility for coverage and validity of their PHN. To use the service phone 780-422-6257 in Edmonton, or from outside Edmonton call toll-free 1-888-422-6257.
- Physicians and office staff can also verify a patient's eligibility using Alberta Netcare. Information available to physicians on Alberta Netcare includes eligibility and personal demographics, prescribed medications, allergies and intolerances, immunizations, laboratory test results, diagnostic imaging reports. For more information on Alberta Netcare, see www.albertanetcare.ca

If validation indicates there is no eligibility and/or if you are not reasonably satisfied that the patient is eligible, the patient should be directed to an authorized Alberta registry agent office where eligibility will be assessed and applied retroactively, if appropriate. The patient may also be billed for the service; however, if billed, the patient is to be reimbursed in full by the provider upon the patient subsequently providing proof of eligibility to you. When correct information is received, submit the claim to the Ministry for payment.

If billing the patient directly, physicians have the ethical duty to consider the well-being of the patient and to provide care to a patient in an urgent situation regardless of their ability to pay.

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