

October 5, 2022

Alberta Medical Association
12230 106 Avenue NW
Edmonton, AB
T5N 3Z1

Attn: Michael A. Gormley, Executive Director

Dear Mr. Gormley:

RE: Claims for Services Provided in an Alberta Health Services Acute Care Facility

Alberta Health (AH) hereby commits that physicians will be paid for the provision of insured services to eligible Albertans and other Canadians living in a province where a reciprocal agreement exists with Alberta. In this regard:

- 1) Hospital registration staff will follow the Provincial Registration Standards and Practices that were developed jointly by AH and Alberta Health Services (AHS), and commits to ensuring these are clearly communicated and accessible to all physicians working within AHS facilities.
- 2) Hospital registration staff will ensure that all demographic and coverage information is collected and up to date when patients come into an AHS facility for insured medical services. This includes:
 - a. In an emergency where the patient cannot be immediately identified (i.e., unconscious, unable to communicate or requires immediate care).
 - b. If patients are unidentified at the time of registration, the care team will notify registration as soon as the patient is able to communicate, or they will direct the family to registration to provide updated information.
 - c. If a record of the individual cannot be found on the hospital registration system or Netcare, unit staff would either request the assistance of the AHS ID Program or the hospital social worker to assist the individual with

registering with the Alberta Health Care Insurance Plan for coverage. AHS staff will notify the physician when the Unique Lifetime Identifier (ULI)/Personal Health Number (PHN) has been accurately inputted into the hospital registration system so the physician is able to use this information to submit claims for insured services to AH for payment for services provided.

- d. When patients are registered in the hospital, their information is available to physicians in AHS facilities through Netcare and the ADT/CIS systems (Connect Care, Meditech, etc.) to assist them with completing their claims.
 - e. Physicians are also able to connect directly with the hospital registration area and/or health records department of the hospital, which will provide patient registration information.
 - f. If a circumstance arises in which a physician has provided health services for a patient and hospital registration staff cannot confirm the patient's coverage eligibility via the above mechanisms, physicians may contact the AHS Provincial Professional Billing Office who will assist them with facilitating the billing process. Using their AHS email address, they may email: pboffice@ahs.ca with the details of the encounter (date, location, summary of services provided and whatever identity information has been provided).
- 3) AH commits to follow up on any circumstance where a physician has experienced challenges with being unable to secure a ULI or PHN for the purposes of billing for payment of insured services or where the registration process has not been facilitated in a timely manner by accessing Netcare or the ADT/CIS systems as described above. Physicians can email AH at health-pcsp.admin@gov.ab.ca and officials will connect with AHS expeditiously to assist with resolving the matter, as well as working with AHS to correct any process breakdown.
- 4) If after all reasonable efforts have been made to get a ULI or PHN of the patient by AHS and the ULI/PHN remains unavailable, AH will ensure the physician will be paid for the insured services provided by the physician by providing AH with the information referenced in 2(f), notwithstanding the 90 day rule for submission of claims. To the extent a physician can reasonably demonstrate such an instance for services provided as early as April 1, 2022, AH commits to ensuring payment for such services.

Sincerely,



Bryce Stewart
Associate Deputy Minister
Alberta Health