

Number: Gen 131	Date: October 2021	Page: 1 of 2
Subject: Reminder: Claim Submission Deadline and Notification of a Change to Your Business Mailing Address	Reference: Gen 73 , Gen 93A , Gen 123 / <i>Claims for Benefits Regulation</i>	

To: All practitioners and billing staff

The following information is to remind all practitioners regarding claim submission deadlines. Alberta Health has received inquiries regarding outdated claims. Under the *Claims for Benefits Regulation*, claims submission deadlines are as follows:

- Claims to the Alberta Health Care Insurance Plan (AHCIP) are not payable if **received** by Alberta Health more than 90 days after the date the health service was provided or after the patient was discharged from the hospital.
- A resubmitted claim is not payable if **received** by Alberta Health more than 90 days after the last transaction for that claim.
- Claims from a resident, a practitioner outside Alberta, or a health care facility outside Alberta are not payable if **received** by Alberta Health more than 365 days after the service was provided or after the patient was discharged from hospital.

Pursuant to Section 7(1) of the Regulation, time is only calculated when Alberta Health's system has received the claim. Time is calculated from the time a practitioner provides the service (or patient is discharged from the hospital) to the time the claim was received by Alberta Health. Please note that the date on which you send your claims to your accredited submitter is not necessarily the date on which your submitter sends those claims to Alberta Health.

Deadlines are firm, unless there are extenuating circumstances satisfactory to the Minister of Health as per the Regulation. Extenuating circumstances include disaster, fraud, theft of computer or paper records, and claims refused by the Workers Compensation Board.

Requests to consider extenuating circumstances for outdated claims are reviewed on a case-by-case basis. If you wish to submit an outdated claim for which you believe extenuating circumstances apply, contact Alberta Health's In-Province Claims unit at Health.HCIPAProviderClaims@gov.ab.ca.

Claim submission timelines

Claims received by Alberta Health are processed on Tuesdays, Wednesdays, and Thursdays of each week and the weekly cut-off is Thursday at 4:30 p.m. When submitting within these time frames, the claims are processed for payment on Friday of the following week. Claims not **received** within this period are processed Tuesday the following week. Payments are made via electronic funds transfer (EFT).

Change in timing of issuing Statements of Accounts/Assessment

Alberta Health implemented a new financial system on December 1, 2020. Recipients of mailed copies of Statement of Accounts or Statement of Assessments may notice a delay in the timing of when they receive statements, as they may arrive approximately one week later than prior to this change. We apologize for any inconvenience this may cause.

Are you moving, or have you moved? Notify Alberta Health of your updated business mailing address

Alberta Health must be notified of any changes to your business mailing address, as this highly impacts the mailing out of your weekly Statement of Assessments/Accounts.

Alberta Health's lack of information about address changes results in returned mail from Canada Post, which has been an ongoing and costly issue. Updating your address with Alberta Health Services (AHS) does not update your address with Alberta Health, as they are two different organizations. In addition, Alberta Health does not adhere to Canada Post's redirect notifications.

Please refer to Bulletin [Gen 93A](#) and the [Physician's Resource Guide](#), which provides detailed address information and the Regulation stating the retention period for these weekly Statements.

If you are relocating from one business to another, please fill out the Business Address Change form (AHC11459) located on the Government of Alberta website at cfr.forms.gov.ab.ca/Form/AHC11459.pdf.

Contact: Health Insurance Programs Branch E-mail: Health.HCIPAProviderClaims@gov.ab.ca Fax: 780-422-3552	Approved by: Carol Taylor Position: Acting Executive Director Health Insurance Programs Branch, Pharmaceutical and Supplementary Benefits Division
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------