

Pharmacy Benefact

Number 1345 | October 2026

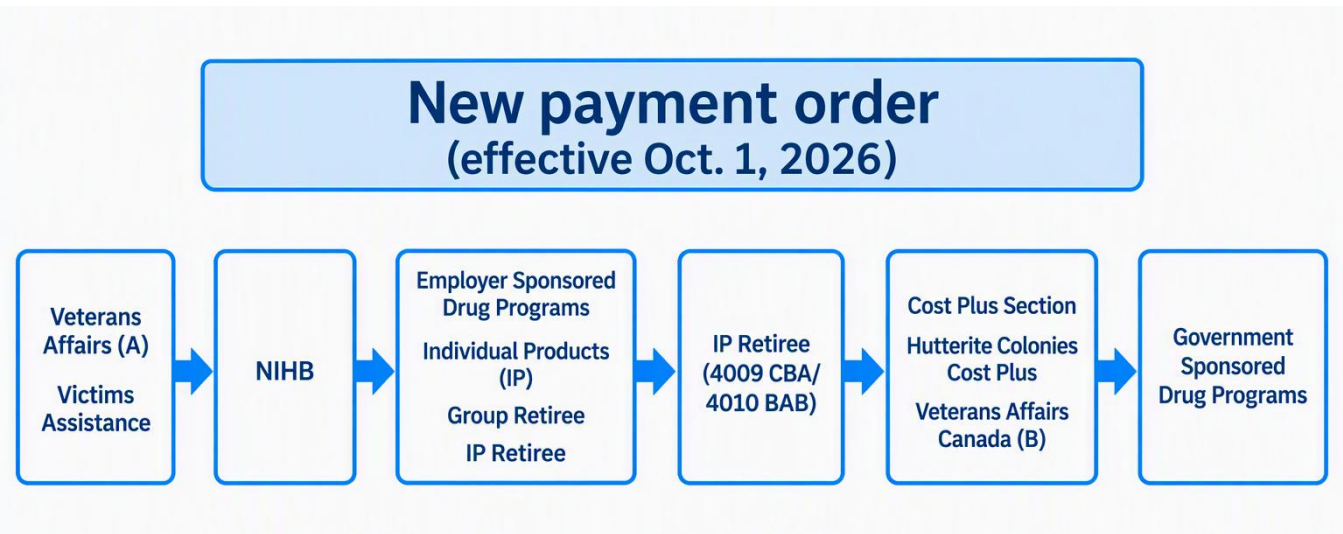
A BULLETIN FOR PHARMACY SERVICE PROVIDERS FROM ALBERTA BLUE CROSS®

Bill 11 payor of last resort update

As of October 1, 2026, pharmacies will be expected to submit claims in accordance with the new payor order requirements. This will primarily affect how drug claims are coordinated at the point of sale. Pharmacy teams will need to confirm all available drug and supplemental benefits coverage (e.g., government-sponsored programs, private insurance or employer-sponsored plans). They will then have to ensure claims are submitted in the correct payor order, with government drug and supplemental benefits plan billed last where other coverage exists (e.g., private, employer-sponsored plans, retiree benefit plans, federal program). Please refer to Benefact number 1329, dated July 2026 for further information.

COORDINATION OF BENEFITS PAYMENT ORDER CHANGES

The following guide may be helpful when determining which plan is primary and which plan secondary when submitting claims under the new payment order.



For assistance with benefit or claim inquiries, please contact an Alberta Blue Cross Pharmacy Services Provider Relations contact centre representative.

EDMONTON AND AREA: P 780.498.8370 | F 780.498.8406

CALGARY AND AREA: P 403.294.4041

TOLL FREE: P 1.800.361.9632 | F 1.877.305.9911

Alberta Blue Cross offers online access to current Pharmacy Benefacts and supplemental claiming information to assist with the submission of your direct bill drug claims.

Visit ab.bluecross.ca/providers/pharmacy-home.php

