# Pharmacy Claims with CBP

## How to submit a claim

- **Find us listed as:** CBP or Canadian Benefit Providers
- **Enter Group ID (Plan):** the 10 digit number on the front of the Benefit Card
- **Enter Certificate ID:** 11 digit number on the back of the Benefit Card . <u>Note:</u> Plan Members and their Dependants have different IDs.
- **Enter Claim information and submit**

You may ignore the following fields:
- **Carrier ID: not required** (or enter 00)
- **Patient ID / PAT Code**: not required (or enter last 2 digits of the Subscriber ID)

## Card Sample



## CBP Help Desk

**T:** 780-944-9166  | **F:** 780-944-9168 | **toll free:** 855-944-9166
**E:** helpdesk@cbproviders.ca

**Help Desk Hours**
Monday to Friday : 7 am – 6 pm MST
Weekends & Holidays: Closed

## Frequently Asked Questions

**General**

1. What is CBP's **Carrier ID?**
   *CBP does not have its own carrier ID. If needed, this may be setup by your software provider / head office: enter a 2-digit ID (i.e. 01), or call your head office.*

2. How do I set up CBP as a **Third Party Payer?**
   *If you're calling from a pharmacy chain, contact your head office. If you're calling from an independent pharmacy, registration is required. Complete the registration form on our website cbproviders.ca or call CBP at 780-944-9166. You will then obtain a Provider ID, enter it into your system and find CBP under our unique BIN number 610202.*

**Submitting a Claim**

3. Where do I find the **Group ID (Plan #)?**
   *This 10 digit number is listed on the front of the card.*

4. Where do I find a **Patient's ID** (Certificate #)?
   *Certificate and Dependant IDs are listed on the back of the card. <u>Note:</u> Members and their Dependants have different IDs.*

5. When a **Plan Member's spouse** has their own Benefit Plan, can a claim be submitted first to the Spouse's Plan and then to CBP?
   *Yes, process the CBP claim as COB (coordination of benefits).*

**System Errors**

6. What **PIN (Product Identification Number)** do pharmacies need to submit electronic claims for drugs without a DIN or for compounds?
   *If you want to submit a claim and you do not know the exact PIN, please call us at 780-944-9166. If you want us to use one of your own PINs, please contact us as well.*

7. Why do I get a system error message of **"Group Number Error / Client ID # Error"?**
   *The number format must be as follows: 10 digits for Group Number (Plan #, found on the front of the card) and 11 digits for the Certificate Number (found on the back of the card). Kroll users may have to enter the last two digits of the Subscriber ID in the PatCode/Tag field.*

8. Why do I get a system error message of **"Patient DOB (Date of Birth) Error"?**
   *Make sure you have entered the correct Patient ID, which can be found on the back of the card. <u>Note:</u> there are different IDs for Plan Members and their Dependants. If you are still getting this error, call the Plan Sponsor or Advisor to ensure the date of birth was recorded properly.*

9. Why do I get a system error message of **"Pharmacy ID Code Error"?**
   *If your pharmacy store is part of a chain, check with your head office. If it is an independent store, call CBP at 780-944-9166 to verify the pharmacy ID; or register your pharmacy with CBP to obtain one.*

10. Why do I get a system error message of **"Invalid/missing CPhA Code"?**
    *Make sure you have submitted all digits of the policy and/or subscriber ID. Check the Date of Birth too. For Carrier ID and Pat Code/Tag enter any 2-digit numbers (i.e. 01).*