

Subject: Incomplete Health Benefit Exception Committee (HBEC) Requests

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Distribution: **Community and Social Services**
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MESSAGE:

Effective July 2, 2019, any Health Benefit exception requests sent to the Health Benefits Exception Committee via a support worker will be returned to the program mailbox if the **Request for a Health Benefit Exception** form is incomplete.

Please ensure the following information is included prior to submitting requests to HBEC (if applicable):

- Office/Unit/Caseload Number
- Client File Number
- Worker's Name and Contact Information or program mailbox
- Sender's Name and Contact Information
- Vendor name and phone number (i.e. pharmacy, optical, dental, etc.)
- Health Benefits Cardholder Signature or confirmation that verbal consent was obtained
- For Optical Requests, the date of the last eye exam and replacement glasses (when applicable)
 - This information is available within Central Client Directory (CCD)
- For Dental Requests, the Alberta Dental Service Corporation Review Committee denial letter

Missing information delays the HBEC request and will not facilitate an effective and efficient review and decision by the Health Benefits Exception Committee.

Support workers are invited to resubmit returned requests to HBEC once all the necessary information is gathered.

The preferred communication path for HBEC is the Health Benefit mailbox. AH Health Benefits Exceptions AH.HealthBenefitsExceptions@gov.ab.ca. HBEC requests can also be provided via fax @ 780-422-3646.