

Number: Gen 69	Date: November 14, 2008	Page: 1 of 1
Subject: Christmas 2008 claim processing and payment schedule	Reference: n/a	

To: all service providers and billing staff

- ❄️ Alberta Health and Wellness offices in Edmonton and Calgary will be **closed** from Wednesday, December 24 to Friday, December 26, 2008, inclusive, and on Thursday, January 1, 2009. Our offices will be **open** on December 29, 30, and 31, 2008, and on January 2, 2009.
- ❄️ Alberta Health and Wellness' telephone numbers using interactive voice recognition (IVR) technology will be operational during the office closure period; however, department staff will **not** be available during that time.
- ❄️ Payments will be issued as usual on **Friday, December 19, 2008** and will include claims assessed during the period December 5 to 11, 2008.
- ❄️ Payments will **not** be issued on Friday, December 26, 2008.
- ❄️ The next expected payment date will be **Friday, January 2, 2009** and will include claims assessed during the period December 12 to 23, 2008.
- ❄️ H-Link will be **unavailable** to accept claims from December 24 to 26, 2008, and on January 1, 2009. On these dates, service providers may send their claims to their submitters, but submitters will not be able to forward claims to Alberta Health and Wellness.
- ❄️ All accredited submitters have been given this claim processing schedule.



The staff at Alberta Health and Wellness wish you a safe and happy holiday season!

Contact: Client Services Branch	Approval: <u>(original signed by)</u> _____
Telephone: Local 780-422-1600 Toll free 310-0000	Brenda L. Taylor
Fax: 780-422-3552	Position: Executive Director Client Services Branch