



Letter Forms – Blue Cross Special Authorizations

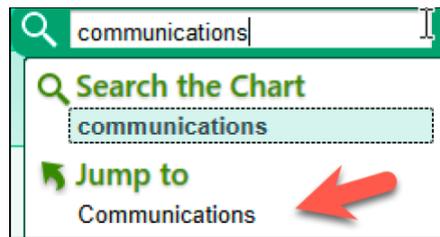
Background

Letter Forms allow standardized documentation that complies with a particular organization's requirement for a particular clinical purpose, such as obtaining drug compensation approvals through programs administered by Alberta Blue Cross. An increasing number of automated letter form templates address specific authorization requirements for the more frequent requests made by physicians, nurse practitioners and prescribing pharmacist. A lot of the required information is pulled from the patient's chart and then presented to the clinician for final editing.

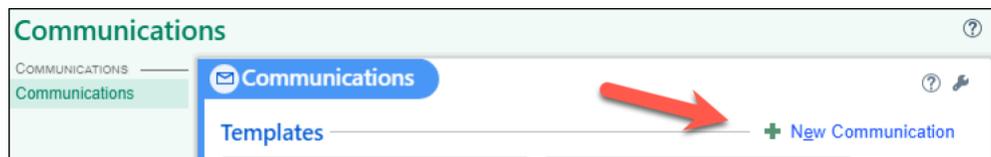
Finding Blue Cross Authorization Letter Forms

Communications Activity

The Communications activity (chart search for "communications" or select from chart activity menu) provides access to most letter form functions.



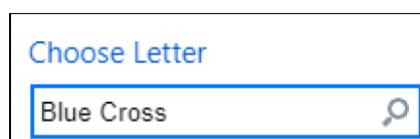
The Communications Activity allows forms to be accessed, edited and sent. Select the "+ New Communication" link.



Within the new communication interface, select "Replace Template".

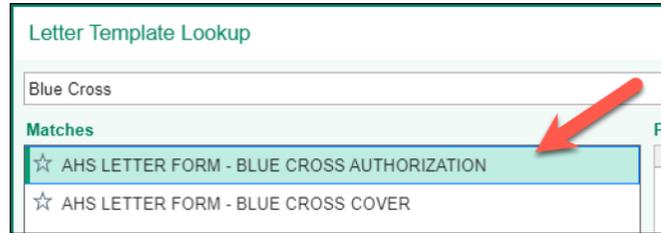


A template search and select interface will open. Search for "Blue Cross".



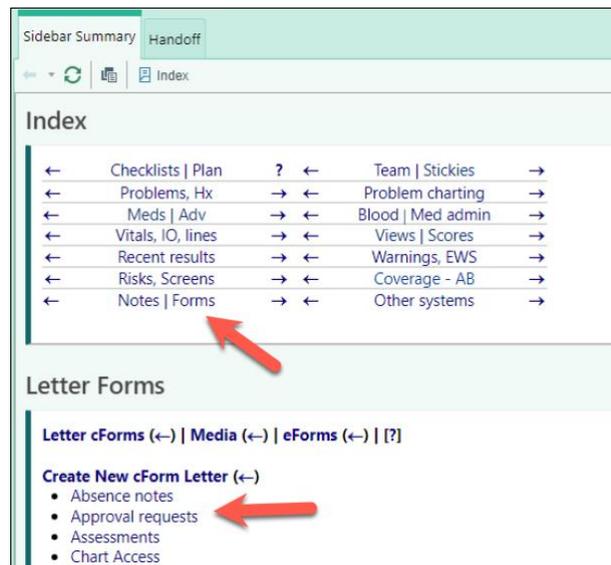


Select the “AHS LETTER FORM – BLUE CROSS AUTHORIZATION” template from the search results.



Sidebar Tools

Sidebar tools provide a more seamless experience by allowing clinicians to simply click on a link for the letter form they desire. This automatically sets up the correct form, with the correct properties, ready for editing in the Communications activity.



The Letter Forms sidebar view includes links for related documentation activities in addition to one or more links to initiate specific letter forms. Select the “Approval Requests” link and then select “Blue Cross Drug Special Authorization request form (internal)” from links appearing in a popup menu.





Consent and eForms Navigator

The “Consents & eForms” navigator includes a section referencing letter forms. This includes hypertext links that will:

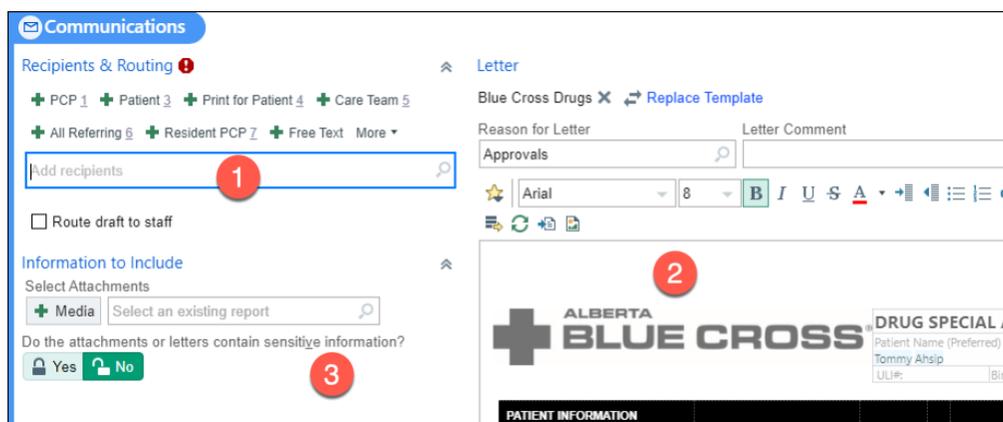
1. Provide embedded help about letter form workflows.
2. Open the Communications Activity
3. Open popup access to letter form links.
4. Open the sidebar with the view automatically switched to the above described links functions.



Use the “cForm Letters” link, then select “Approval Requests” from the popup menu and “Blue Cross Drug Special Authorization request form (internal)” from links appearing in a secondary popup menu.

Completing Blue Cross Special Authorization Forms

Once Blue Cross form has been loaded to the Communications Activity by one of the methods listed above, the form can be completed and directed to Blue Cross.



1. It is important to pay attention to the recipient section. Enter “Blue Cross” and then select “Alberta Blue Cross – Clinical Drug Services” as the recipient. The form can be copied to oneself (“.me”) or other involved clinicians.
2. The experience of working with the Blue Cross form is much like editing any other note or letter in Connect Care.
Any text appearing in a dark blue font colour is “interactive”. It can be selected to open data review and/or editing tools without having to go elsewhere in the chart.



Note that form-specific help link(s) may be provided (usually at the bottom of the form). This will automatically disappear when the form is saved or signed.

3. The form can be marked sensitive. This is not necessary for Blue Cross Authorizations.

Finding the Right Drug and Authorization Questions

A single Blue Cross Special Authorization Form is used for all restricted insurance compensation medications (Blue Cross manages seniors drug benefits in Alberta).

F2 - Select drug class for authorization request	
Complete this form by using the F2 key or pointer to select a drug class from the SmartList of Blue Cross Clinical Drug Services as the address for this request. (these instructions will disappear on sending)	
Additional information relating to request	
PRESCRIBER'S SIGNATURE Robert Stanley Arthur Hayward (digitally signed in Connect Care 09/Jan/2025; phone 780-224-3993)	DATE (YYYY-MM-DD) 2025-1-9
General Cardiovascular Endocrine Renal Respiratory - Puffers Select single drug name	

1. The top part of the form has patient and prescriber information automatically pulled from the Connect Care chart. It should be complete. Any item can be edited in place.
2. A SmartList (select with pointer or F2 key) is used to indicate whether the current request is new or repeat.
3. A drug selection SmartList (activated by selecting with pointer or F2 key) will expand to allow selection of the available drug sub-forms by health condition or by alphabetical name list.

Once a specific drug or drug group has been selected, additional instructions and questions will appear.

Requested Drug (one drug per application form)
Varicigat (e.g. Verguvo) for Heart Failure (see criteria for coverage)
Relevant diagnosis: Heart failure (HF)
Left ventricular ejection fraction (LVEF) (%) prior to requested drug: ; last ejection fraction % 55 New York Heart Association (NYHA) class prior to requested drug: NYHA class III-A Drugs utilized prior to the requested drug: (check ALL that apply and indicate the name of the drugs used and the date of each):
F2 - Select response and comment

1. Any dark blue text is “interactive” and can be selected to quickly access information that can help answer form questions without leaving the form.
2. Mandatory questions are usually answered with SmartList selections or by entering text to “****” wildcards.

Sending Forms

Selecting the "Send Now" button will route the form, while use of the "Pend" button will store the form without routing to Blue Cross. Completed forms are found in the "Letters" tab of chart review. Existing forms can also be “routed” using the functions provided in the “Chart Review” activity.

More Information

- [Manual: Forms Documentation](#)
- [Manual: Letter Forms Documentation](#)