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# Find and maintain roster affiliation

## Roster administrators



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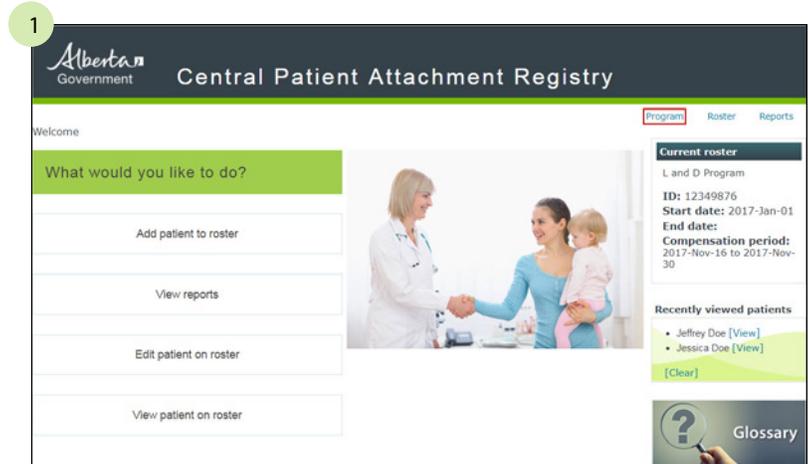
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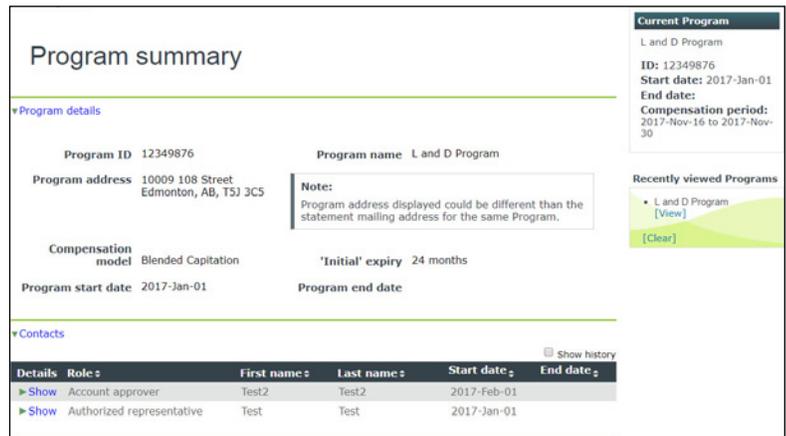
# HOW TO

## View Program

1. Click **Program** and then **View** from the menu.



The *View Program – Program summary* page displays.



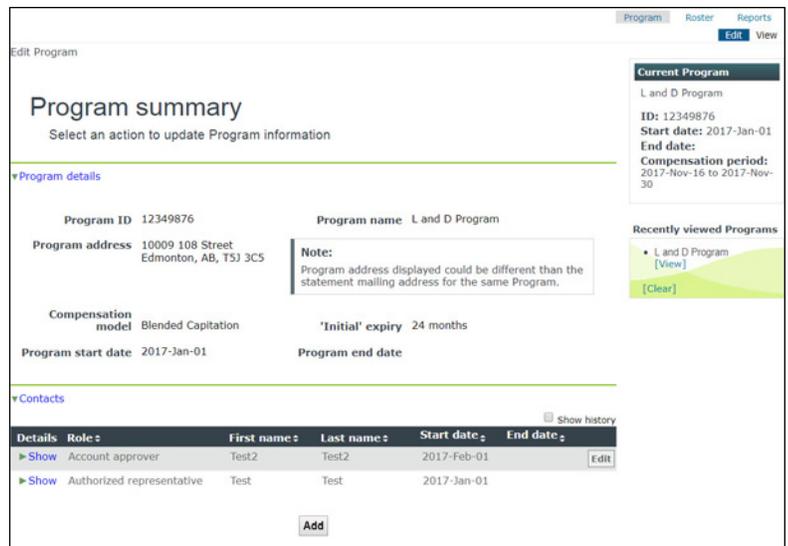
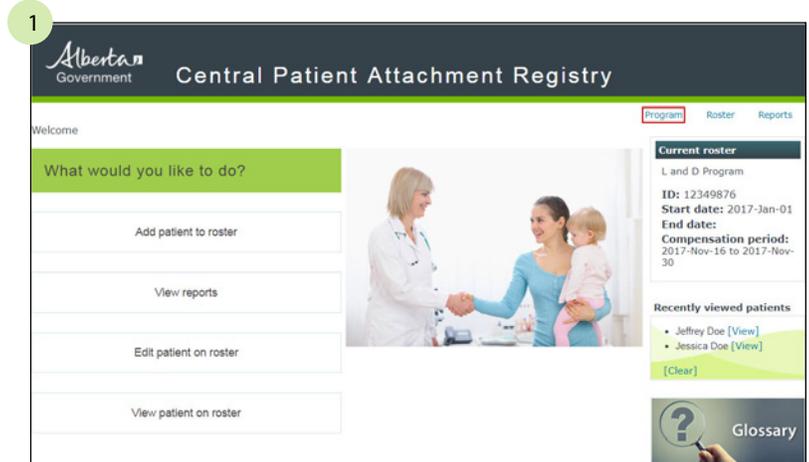
**NOTE:** the *recently viewed* list shows the last Program viewed or edited. Click **View** to navigate to the *view Program summary* page or click **Clear** to remove the list. This list is automatically cleared when you log out of the application.



# Edit Program

1. Click **Program** and then **Edit** from the menu.

The *edit Program – Program summary* page displays.



## EDIT CONTACTS

1. Click **Edit** in the *contacts* block to edit a contact.



2. Edit the applicable information and click **Save**.

2

Edit Program

### Edit contact

Update contact details

▼ Contact information

\* Role: Account approver ▼

\* First name: Test2 \* Last name: Test2

\* Start date: 2017-02-01 (YYYY-MM-DD) \* End date: (YYYY-MM-DD)

▼ Phone/Email

\* Primary phone: 780-555-2222 (xxx-xxx-xxxx) Ext: Alternate phone: (xxx-xxx-xxxx) Ext:

\* Email: test2@test.com \* Preferred contact method: E-mail ▼

▼ Contact address

Use Program address

Notice an error in the current contact? You can invalidate it. [Invalidate contact](#)

Cancel Reset **Save**

## INVALIDATE CONTACTS

1. Click **Edit** in the *contacts* block to edit a contact.

1

Contacts Show history

Details	Role	First name	Last name	Start date	End date	
▶ Show	Account approver	Test2	Test2	2017-Feb-01		<b>Edit</b>
▶ Show	Authorized representative	Test	Test	2017-Jan-01		

Add

2. Click the **Invalidate contact** link.

2

Edit Program

### Edit contact

Update contact details

▼ Contact information

\* Role: Account approver ▼

\* First name: Test2 \* Last name: Test2

\* Start date: 2017-02-01 (YYYY-MM-DD) \* End date: (YYYY-MM-DD)

▼ Phone/Email

\* Primary phone: 780-555-2222 (xxx-xxx-xxxx) Ext: Alternate phone: (xxx-xxx-xxxx) Ext:

\* Email: test2@test.com \* Preferred contact method: E-mail ▼

▼ Contact address

Use Program address

Notice an error in the current contact? You can invalidate it. [Invalidate contact](#)

Cancel Reset **Save**

## ADD CONTACTS

1. Click **Add** in the *contacts* block to edit a contact.

1 contacts Show history

Details	Role	First name	Last name	Start date	End date
Show	Authorized representative	Test	Test	2017-Jan-01	

**Add**

2. Enter the new contact information.

3. Click **Save**.

2 Edit Program

### New contact

Enter contact details

▼ Contact information

\* Role

\* First name  \* Last name

\* Start date   
(YYYY-MM-DD)

▼ Phone/Email

\* Primary phone   (000-000-0000) Ext. Alternate phone   (000-000-0000) Ext.

\* Email  \* Preferred contact method

▼ Contact address

Use Program address

\* Address line 1

Address line 2

\* City

\* Province

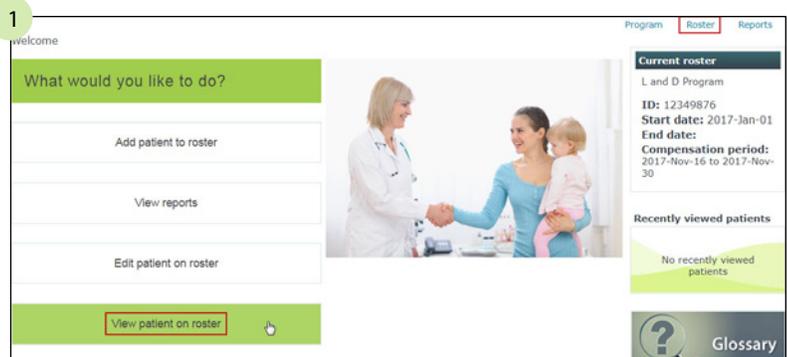
\* Postal code

**Cancel** **Reset** **Save**

## Find and view a patient on a roster

Find and view an existing affiliation on a roster. Existing affiliations include those created through the *add affiliation* page and those supplied through a roster file received by CPAR.

1. Click **View patient on roster**, or select **Roster** and then **View** from the menu.



2. Enter the patient ID or name and click **Search**.

**NOTE:** if additional search criteria is needed, click the **Search by additional criteria** link.

When searching by

- patient ID—only one result displays.

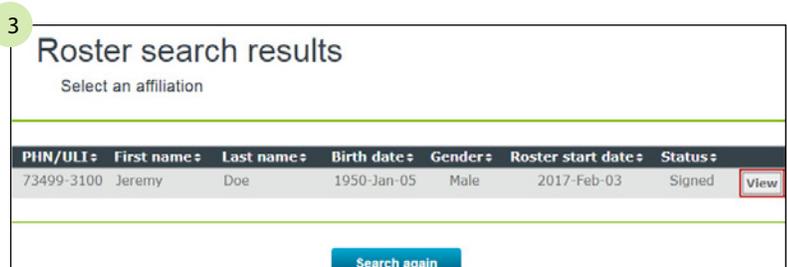
**NOTE:** if more than one result displays, click **Show** to view additional patient details to help determine the applicable patient.

- anything other than a patient ID—multiple results may display.

**NOTE:** status options are: initial, signed or declined.



3. Click **View** for the applicable patient to see more detail on the current affiliation.



**Back** returns to the *view affiliation - roster search results* page.

**View another patient** returns to the *view affiliation - roster search* page.

**Edit** allows you to edit the effective date or end the affiliation.

### View affiliation

View details of the current affiliation

---

▼ Patient

Name	Jeremy Doe	PHN	73499-3100
Birth date	1950-Jan-05	Gender	Male
AHCIP coverage effective date	2015-Dec-01	AHCIP coverage end date	

---

▼ Affiliation history

Program	L and D Program	Program ID	12349876
Roster start date	2017-Feb-03		

Show invalidated

Status	Effective date	End date	End reason
No prior affiliations			

---

▼ Current affiliation

Status Signed

Effective date 2017-Feb-03

---

[Back](#) [View another patient](#) [Edit](#)

▼ Current affiliation

Status Signed

\* Effective date    
(YYYY-MM-DD)

[End affiliation](#)

---

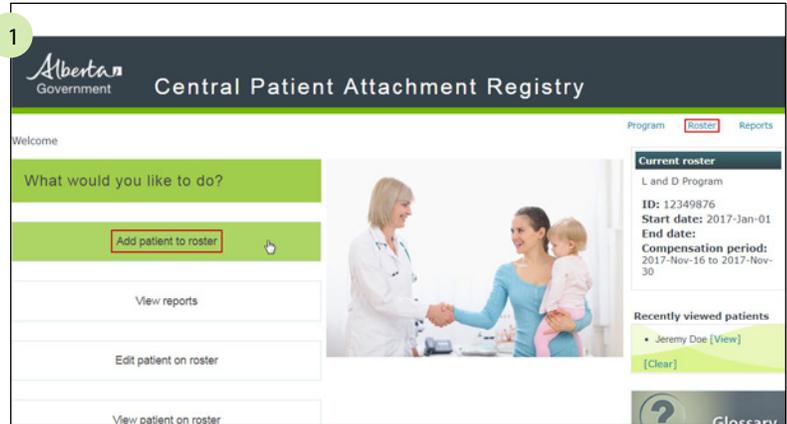
Notice an error in the current affiliation? You can invalidate it. [Invalidate current affiliation](#)

[Cancel](#) [Reset](#) [Save](#)

# Add patient to a roster

1. Click **Add patient to roster**, or select **Roster** and then **Add** from the main menu.

The *roster search* page displays.



2. Enter the search criteria and click **Search**.

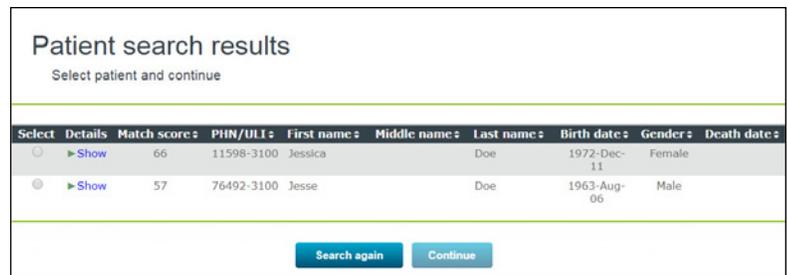
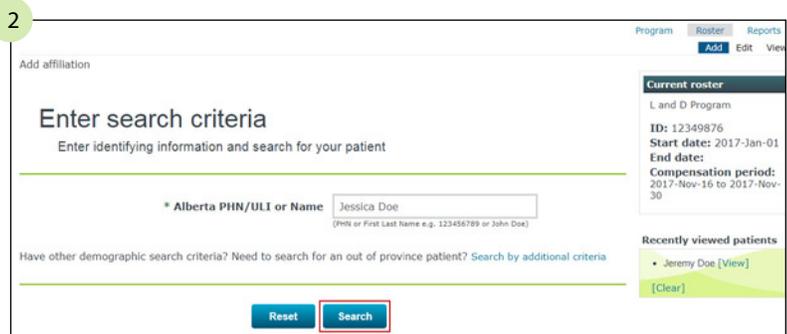
The search results display.

When searching by

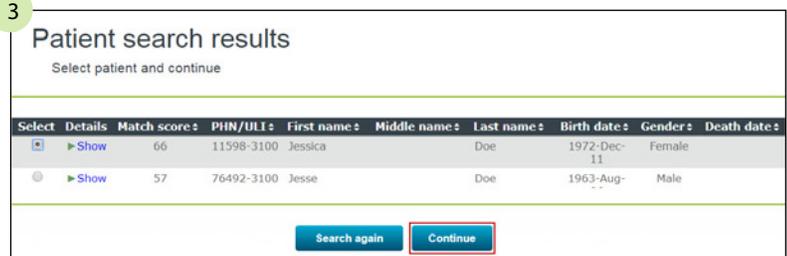
- patient ID—only one result displays.
- anything other than a patient ID—multiple results may display.

Each result has an associated match score. The results are scored based on how closely they match the criteria entered, with a higher score indicating a better match. Each search field contributes to this score. The more information provided in the search criteria, the better the accuracy of the results.

**NOTE:** if needed, click **Show** to view additional patient details to help determine the applicable patient.



3. Select the radio button for the applicable patient, if more than one search result displays, and click **Continue**.



4. Complete the following:

- Check the **Patient has signed agreement** box if they have signed the agreement.
- Enter the **Signed effective date** if they have signed.

5. Click **Save**.

The following confirmation displays:

4

### Add new affiliation

Enter details for the new affiliation

**▼ Patient**

Name	Jessica Doe	PHN	11598-3100
Birth date	1972-Dec-11	Gender	Female
AHCIP coverage effective date	2015-Dec-01	AHCIP coverage end date	

**▼ Affiliation**

\* Patient has signed agreement

\* Signed effective date

(YYYY-MM-DD)

[Cancel](#) [Save](#)

5

### Affiliation added

Patient added to roster.

PHN	11598-3100
Name	Jessica Doe
Status	Signed
Status effective date	2017-Nov-21

[Add another patient](#) [Edit](#)

## ADD A PATIENT TO A ROSTER – PRIMARY AND SECONDARY ID

Some patients have a primary and secondary ID which are linked.

- Click **Add patient to roster** or click **Roster** and then **Add** from the menu.

- Enter the search criteria and click **Search** (this is the primary ID).

1

Alberta Government

### Central Patient Attachment Registry

Welcome

Program **Roster** Reports

What would you like to do?

[Add patient to roster](#)

[View reports](#)

[Edit patient on roster](#)

[View patient on roster](#)

**Current roster**

L and D Program

ID: 12349876

Start date: 2017-Jan-01

End date:

Compensation period: 2017-Nov-16 to 2017-Nov-30

**Recently viewed patients**

- Jeremy Doe [View](#)

[\[Clear\]](#)

[Glossary](#)

2

### Enter search criteria

Enter identifying information and search for your patient

\* Alberta PHN/ULI or Name

(PHN or First Last Name e.g. 123456789 or John Doe)

Have other demographic search criteria? Need to search for an out of province patient? [Search by additional criteria](#)

[Reset](#) [Search](#)

3. If a search is completed using the primary ID the PHN/ULI field displays this ID.

3

Patient search results

Select patient and continue

Select	Details	PHN/ULI	First name	Middle name	Last name	Birth date	Gender	Death date
⊙	▶ Show	48491-3100	Joseph		Doe	1967-Sep-25	Male	

Search again Continue

4. Click **Show**.

4

Patient search results

Select patient and continue

Select	Details	PHN/ULI	First name	Middle name	Last name	Birth date	Gender	Death date
⊙	▶ Show	48491-3100	Joseph		Doe	1967-Sep-25	Male	

Search again Continue

5. If this is the primary ID, the *Alberta Health unique lifetime identifier (assc)* displays an additional number.

If you need to search using a secondary ID, click **Search again**.

5

Patient search results

Select patient and continue

Select	Details	PHN/ULI	First name	Middle name	Last name	Birth date	Gender	Death date
⊙	▼ Hide	48491-3100	Joseph		Doe	1967-Sep-25	Male	

AHCIP coverage effective date: 2015-Dec-01      Address: 40 Cpar Rd, Red Deer AB T4P1M1

AHCIP coverage end date:

Alberta Health unique lifetime identifier (assc): 89537-3100

Search again Continue

**Search under the secondary ID**

6. Enter the ID listed in the *Alberta Health unique lifetime identifier (assc)*.

6

Enter search criteria

Enter identifying information and search for your patient

\* Alberta PHN/ULI or Name:

(PHN or First Last Name e.g. 123456789 or John Doe)

Have other demographic search criteria? Need to search for an out of province patient? [Search by additional criteria](#)

Reset Search

7. The search results display a secondary ID field which indicates the number searched is the secondary ID. The PHN/ULI indicated is the primary ID.

7 Patient search results

Select patient and continue

Select	Details	PHN/ULI	First name	Middle name	Last name	Birth date	Gender	Secondary ID	Death date
<input checked="" type="radio"/>	▼ Hide	48491-3100	Joseph		Doe	1967-Sep-25	Male	89537-3100	

AHCIP coverage effective date: 2015-Dec-01      Address: 40 Cpar Rd, Red Deer AB T4P1M1

AHCIP coverage end date:

Search again   Continue

## Add a patient to a roster with an existing affiliation (re-affiliate)

1. Click **Roster** and then **Add** from the main menu.

1 Enter search criteria

Enter identifying information and search for your patient

\* Alberta PHN/ULI or Name:

(PHN or First Last Name e.g. 123456789 or John Doe)

Have other demographic search criteria? Need to search for an out of province patient? [Search by additional criteria](#)

Reset   Search

**Current roster**

L and D Program

ID: 12349876

Start dates: 2017-Jan-01

End date:

Compensation period: 2017-Nov-16 to 2017-Nov-30

**Recently viewed patients**

- Jessica Doe [View](#)

[\[Clear\]](#)

2. Enter the search criteria and click **Search**.

2 Enter search criteria

Enter identifying information and search for your patient

\* Alberta PHN/ULI or Name:

(PHN or First Last Name e.g. 123456789 or John Doe)

Have other demographic search criteria? Need to search for an out of province patient? [Search by additional criteria](#)

Reset   Search

3. If more than one search result displays, select the radio button for the applicable patient and click **Continue**.

3 Patient search results

Select patient and continue

Select	Details	PHN/ULI	First name	Middle name	Last name	Birth date	Gender	Death date
<input checked="" type="radio"/>	► Show	56494-3100	Jeffrey		Doe	1963-May-25	Male	

4. Click **Re-affiliate**.

4

This patient has an existing affiliation to the current roster. Please edit the existing affiliation below.

### Edit affiliation

Edit details of the current affiliation

▼ Patient

Name	Jeffrey Doe	PHN	56494-3100
Birth date	1963-May-25	Gender	Male
AHCIP coverage effective date	2015-Dec-01	AHCIP coverage end date	

▼ Affiliation history

Program	L and D Program	Program ID	12349876
Roster start date	2017-Mar-01		

Show invalidated

Status	Effective date	End date	End reason
Signed	2017-Mar-01	2017-Apr-27	Patient request

Notice an error in the latest affiliation? You can invalidate it. [Invalidate latest affiliation](#)

5. Select the **Patient has signed agreement** checkbox and the **Signed effective date**.

6. Click **Save**.

5

### Add new affiliation

Enter details for the new affiliation

▼ Patient

Name	Jeffrey Doe	PHN	56494-3100
Birth date	1963-May-25	Gender	Male
AHCIP coverage effective date	2015-Dec-01	AHCIP coverage end date	

▼ Affiliation

\* Patient has signed agreement

\* Signed effective date    
(YYYY-MM-DD)

7. The *add a new affiliation* page displays with either

- confirmation of the affiliation, or
- a warning indicating there is a waiting period of at least 12 months.

If the patient was previously affiliated to this roster and ended for the following reason:

- patient request, Program request, affiliated elsewhere or initial status expired—the patient cannot be re-affiliated until the waiting period has lapsed.
- patient is not eligible—the patient can be re-affiliated as there is not a waiting period.

7

There is a waiting period of at least 12 months before this patient can be re-affiliated.

### Add new affiliation

Enter details for the new affiliation

▼ Patient

Name	Jeffrey Doe	PHN	56494-3100
Birth date	1963-May-25	Gender	Male
AHCIP coverage effective date	2015-Dec-01	AHCIP coverage end date	

▼ Affiliation

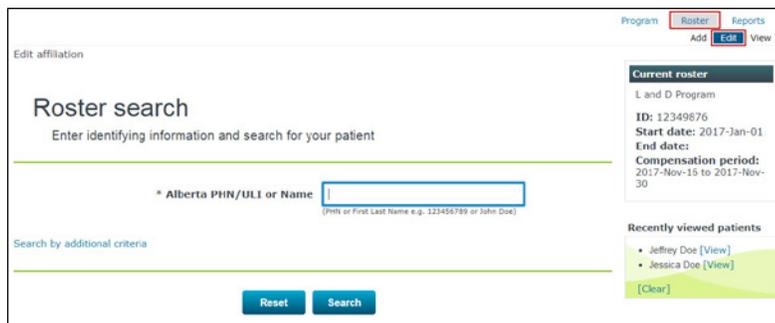
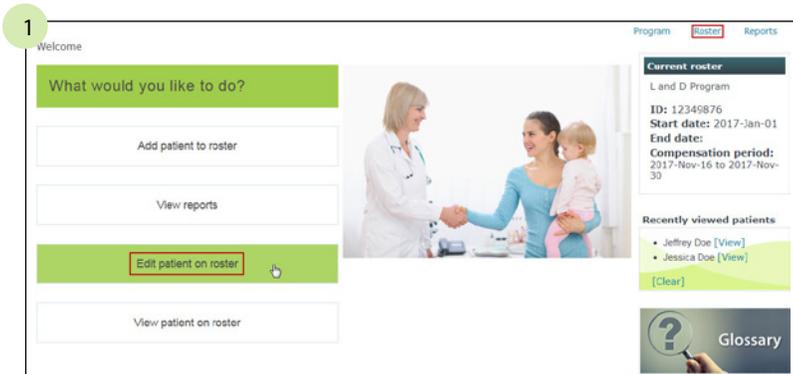
\* Patient has signed agreement

\* Signed effective date    
(YYYY-MM-DD)

## EDIT AFFILIATION – EFFECTIVE DATE

1. Click **Edit patient on roster**, or select **Roster** and then **Edit** from the menu.

The roster search page displays.

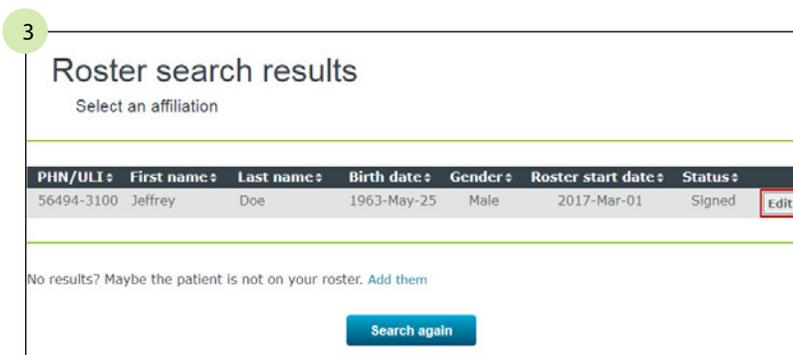


2. Enter the patient ID or name and click **Search**.

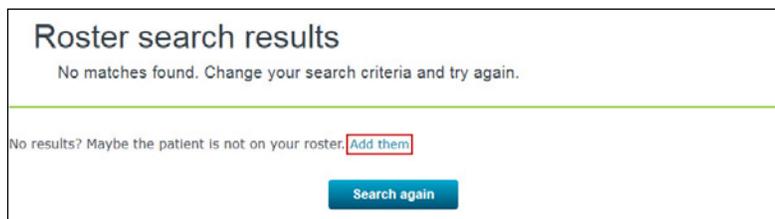
**NOTE:** if additional search criteria is needed, click the **Enter additional criteria** link.



3. Click **Edit** for the applicable patient.



**NOTE:** if the patient does not display, and you are unable to find them with various search criteria methods, click **Add them**. See *add affiliation instructions*.



4. Enter a new effective date.

**NOTE:** when changing the effective date, it must be within the current compensation period and cannot be future dated. The compensation period is displayed in the *current roster* box.

5. Click **Save**.

4

### Edit affiliation

Edit details of the current affiliation

▼ Patient

Name	Jeffrey Doe	PHN	56494-3100
Birth date	1963-May-25	Gender	Male
AHCIP coverage effective date	2015-Dec-01	AHCIP coverage end date	

▼ Affiliation history

Program	L and D Program	Program ID	12349876
Roster start date	2017-Mar-01		

Show invalidated

Status	Effective date	End date	End reason
No prior affiliations			

▼ Current affiliation

Status Signed

\* Effective date:    
(YYYY-MM-DD)

## EDIT AFFILIATION– END THE AFFILIATION

1. Click **Edit patient on roster**, or select **Roster** and then **Edit** from the menu.

1

Welcome

What would you like to do?

- Add patient to roster
- View reports
- Edit patient on roster**
- View patient on roster

Current roster

L and D Program  
ID: 12349876  
Start date: 2017-Jan-01  
End date:  
Compensation period:  
2017-Nov-16 to 2017-Nov-30

Recently viewed patients

- Jeffrey Doe [View]
- Jessica Doe [View]

[Clear]

Edit affiliation

### Roster search

Enter identifying information and search for your patient

\* Alberta PHN/ULI or Name   
(PHN or First Last Name e.g. 123456789 or John Doe)

Search by additional criteria

Current roster

L and D Program  
ID: 12349876  
Start date: 2017-Jan-01  
End date:  
Compensation period:  
2017-Nov-16 to 2017-Nov-30

Recently viewed patients

- Jeffrey Doe [View]
- Jessica Doe [View]

[Clear]

2. Enter the patient ID or name and click **Search**.

**NOTE:** if additional search criteria is needed, click the **Search by additional criteria** link.

2

### Roster search

Enter identifying information and search for your patient

\* Alberta PHN/ULI or Name   
(PHN or First Last Name e.g. 123456789 or John Doe)

Search by additional criteria

3. Click **Edit** for the applicable patient.

3

### Roster search results

Select an affiliation

PHN/ULI	First name	Last name	Birth date	Gender	Roster start date	Status	
56494-3100	Jeffrey	Doe	1963-May-25	Male	2017-Mar-01	Signed	<b>Edit</b>

No results? Maybe the patient is not on your roster. [Add them](#)

4. Click **End affiliation**.

4

### Edit affiliation

Edit details of the current affiliation

▼ Patient

Name	Jeffrey Doe	PHN	56494-3100
Birth date	1963-May-25	Gender	Male
AHCIP coverage effective date	2015-Dec-01	AHCIP coverage end date	

▼ Affiliation history

Program	L and D Program	Program ID	12349876
Roster start date	2017-Mar-01		

Show invalidated

Status	Effective date	End date	End reason
No prior affiliations			

▼ Current affiliation

Status Signed

\* Effective date 2017-03-01

**End affiliation**

Cancel Reset Save

5. Enter the
- a. **end date** (must be within the current compensation period, must be greater than the effective date and cannot be future dated), and
  - b. **end reason** (deceased, long-term care transfer or patient request).
6. Click **Save**.

5

▼ Current affiliation

Status Signed

Effective date 2017-03-01

\* End date 2017-11-21

\* End reason Patient request

6

Cancel Reset **Save**

## EDIT AFFILIATION – INVALIDATE CURRENT AFFILIATION

1. Click the **Invalidate current affiliation** link.

1

### Edit affiliation

Edit details of the current affiliation

---

▼ Patient

Name	Jeffrey Doe	PHN	56494-3100
Birth date	1963-May-25	Gender	Male
AHCIP coverage effective date	2015-Dec-01	AHCIP coverage end date	

---

▼ Affiliation history

Program	L and D Program	Program ID	12349876
Roster start date	2017-Nov-21		

[Show invalidated](#)

Status	Effective date	End date	End reason
No prior affiliations			

---

▼ Current affiliation

Status	Signed
* Effective date	<input type="text" value="2017-11-21"/> <small>(YYYY-MM-DD)</small>

---

Notice an error in the current affiliation? You can invalidate it: [Invalidate current affiliation](#)

2. Verify the information is correct and click **Proceed with invalidation**.

2

### Invalidation confirmation

Warning: invalidating an affiliation will reduce compensation related to that affiliation period. Do you wish to proceed?

---

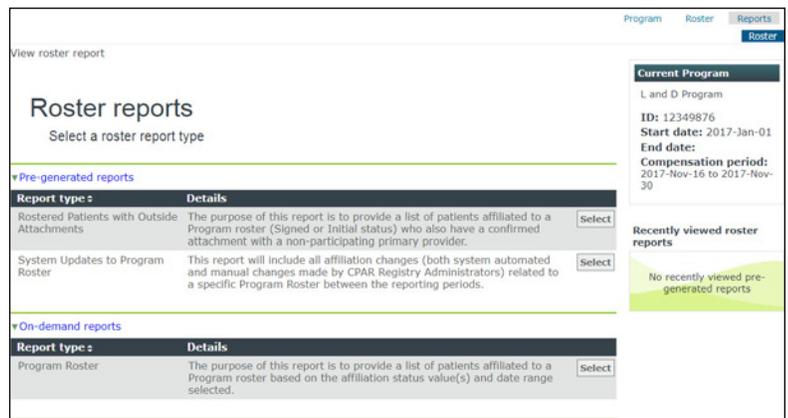
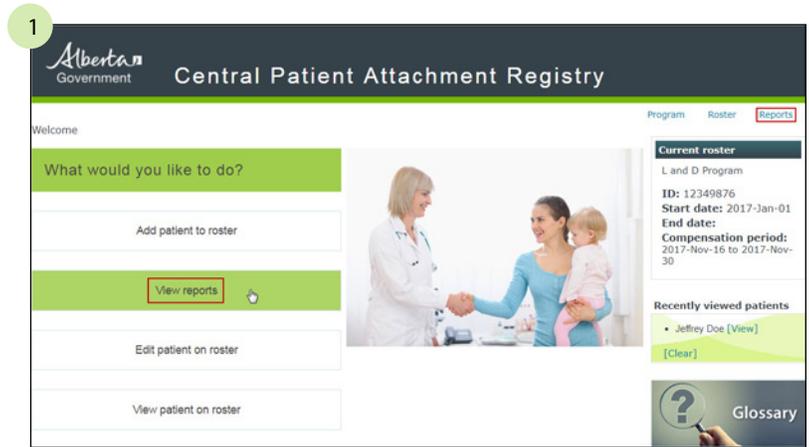
PHN	56494-3100
Name	Jeffrey Doe
Program name	L and D Program
Status	Signed
Effective date	2017-Nov-21

---

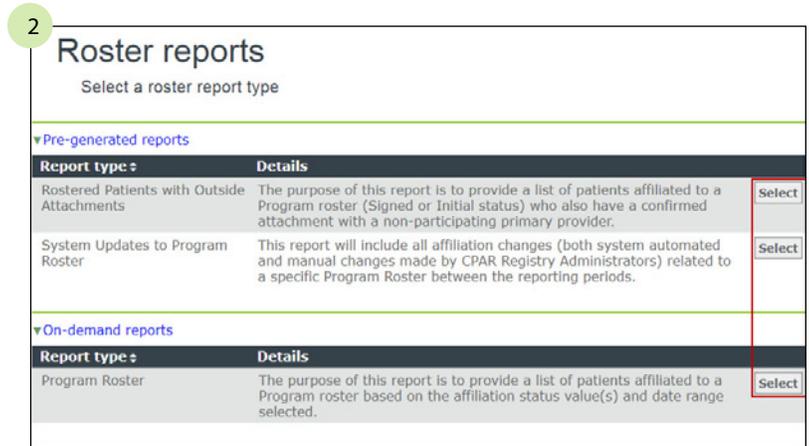
# View reports

1. Click **View reports** or **Reports** from the main menu.

The *view roster report* page displays with the available report types for each pre-generated reports and on-demand reports.



2. Click the **Select** button for the applicable report.



## PRE-GENERATED REPORTS

### ROSTERED PATIENTS WITH OUTSIDE ATTACHMENTS

1. Choose a version of the report to download, if there is more than one.
2. Click **Open**.

Depending on your browser, you can choose to download, save or open the report.

The report displays.

### Rostered Patients with Outside Attachments

Choose a version of the report to download

Report date	File format	
2017-Sep-11	Spreadsheet	Open
2017-Aug-30	Spreadsheet	Open
2017-Aug-11	Spreadsheet	Open
2017-Aug-08	Spreadsheet	Open
2017-Aug-02	Spreadsheet	Open
2017-Aug-01	Spreadsheet	Open

Back

Do you want to open or save 12349876\_Rostered\_Patients\_with\_Outside\_Attachments\_2017-10-16.csv (702 bytes) from intapps.ab.bluecross.ca?  
Open Save Cancel

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1															
2	FRU_RFP5004B - Rostered Patients with Outside Attachments														
3	Private and confidential. For use only by authorized individuals, as outlined in the applicable terms of use and/or user agreement.														
4	Produced date: 2017 Oct 16														
5	Program ID: 12349876 Name: L and D Program														
6	Panel: All Affiliation Status: Initial, Signed														
7															
8	Panel Nam	Affiliation	Conflict Fil	Affiliation	Patient ID	Last Name	First name	Birth Date	Gender	Last Confi	Date of La	Conflicting	Location (	Last Confi	Date of Last
9															
10	No information to display.														
11															

Click the **X** in the top right corner to close the spreadsheet.

Click the **Back** button to return to the *View roster report – Roster reports* page.

## SYSTEM UPDATES TO PROGRAM ROSTER

1. Choose a version of the report to download, if there is more than one.
2. Click **Open**.

### System Updates to Program Roster

Choose a version of the report to download

Report date ▾	File format	
2017-Oct-05	PDF	<input type="button" value="Open"/>
2017-Sep-01	PDF	<input type="button" value="Open"/>
2017-Aug-29	PDF	<input type="button" value="Open"/>
2017-Aug-25	PDF	<input type="button" value="Open"/>
2017-Aug-22	PDF	<input type="button" value="Open"/>
2017-Aug-21	PDF	<input type="button" value="Open"/>
2017-Aug-18	PDF	<input type="button" value="Open"/>
2017-Aug-17	PDF	<input type="button" value="Open"/>
2017-Aug-16	PDF	<input type="button" value="Open"/>
2017-Aug-15	PDF	<input type="button" value="Open"/>

Viewing and printing the PDF documents on this page requires Adobe® Reader® which can be [downloaded free](#) from adobe website

Depending on your browser, you can choose to download, save or open the report.  
The report displays.

Do you want to open or save 12349876\_System\_Updates\_to\_Program\_Roster\_2017-10-05.pdf from extappsys.ab.bluecross.ca?

System Updates to Program Roster							Produced: Oct 16, 2017 11:42:34
PHN	Name	Date of Birth	Affiliation Status	Affiliation Status Effective Date	Affiliation End Date	Affiliation End Reason	
12345-7890	Doe, Jane	1965-Mar-01	Signed	2017-Oct-12			
12345-7890	Doe, John	1963-Mar-16	Initial	2017-Jan-01	2018-Dec-31	Expired	
12345-7890	Doe, Sam	2002-Aug-20	Initial	2017-Jan-01	2018-Dec-31	Expired	
12345-7890	Doe, Mary	2002-Jan-26	Initial	2017-Jan-01	2018-Dec-31	Expired	
<b>Total Record Changes : 4</b>							

Report ID: REP5003B Private and confidential. For use only by authorized individuals, as outlined in the applicable terms of use and/or user agreement. Page 1 of 1

**Central Patient Attachment Registry**    **Program ID: 12349876 L and D Program**    **Report Period: 2017-Sep-28 to 2017-Oct-04**

- Click the **X** in the top right corner to close the spreadsheet.  
Click the **Back** button to return to the *View roster report – Roster reports* page.

# ON-DEMAND REPORTS

## PROGRAM ROSTER

1. Click **Select** for the System Updates to Program Roster report.

**1** Roster reports

Select a roster report type

---

**Pre-generated reports**

Report type :	Details	Select
Rostered Patients with Outside Attachments	The purpose of this report is to provide a list of patients affiliated to a Program roster (Signed or Initial status) who also have a confirmed attachment with a non-participating primary provider.	<input type="button" value="Select"/>
System Updates to Program Roster	This report will include all affiliation changes (both system automated and manual changes made by CPAR Registry Administrators) related to a specific Program Roster between the reporting periods.	<input type="button" value="Select"/>

---

**On-demand reports**

Report type :	Details	Select
Program Roster	The purpose of this report is to provide a list of patients affiliated to a Program roster based on the affiliation status value(s) and date range selected.	<input type="button" value="Select"/>

2. Enter the search criteria and click **Run report**.

**NOTE:** the \* indicates required fields.

**Program Roster**

Enter required report criteria and click on Run Report

---

From date:  (YYYY-MM-DD)       \* To date:  (YYYY-MM-DD)

Report format:  PDF    CSV

\* Affiliation status:  Initial    Signed    Declined

Sort by:

---

Viewing and printing the PDF documents on this page requires Adobe® Reader® which can be [downloaded free](#) from adobe website

Click **Back** to return to the *view roster report – roster reports* page.

Depending on your browser, you can choose to download, save or open your report.

The report displays.

Do you want to open or save 12349876\_Program\_Roster\_2017-11-21.pdf from extappsysah.bluecross.ca?

Program Roster						Produced: Nov 21, 2017 15:20:16	
Patient Last Name	First Name	PHN	Affiliation Status	Affiliation Status Effective Date	Roster Start Date	Affiliation End Date	Affiliation End Reason
Doe	Jessica	11598 3100	Signed	2017-Nov-21	2017-Nov-21		
Doe	Jeffrey	56494 3100	Signed	2017-Nov-21	2017-Nov-21		
Doc	Jeremy	73499-3100	Signed	2017-Feb-03	2017-Feb-03		

Report ID: REP5001A      Private and confidential. For use only by authorized individuals, as outlined in the applicable terms of use and/or user agreement.      Page 1 of 1

**Central Patient Attachment Registry    Program ID: 12349876 L and D Program      Report Period: 2017-Jan-01 to 2017-Nov-21**

Affiliation Status: Initial, Signed, Declined

Click the **X** in the top right corner to close the spreadsheet.

# TROUBLE-SHOOTING TIPS

## GENERIC FIELD LEVEL MESSAGES

These messages may be received throughout the application, update according to the hint below.

The screenshot shows a form with several input fields, each with a red border and a red error message below it:

- Field 1: Empty. Error: Required.
- Field 2: 2017-13-13. Error: Invalid format. Hint: (YYYY-MM-DD).
- Field 3: 1165T2208. Error: Value must be numeric.
- Field 4: 1234569. Error: Invalid phone number. Hint: (XXX-XXX-XXXX). There is an "Ext" label next to the field.
- Field 5: emailaddress.com. Error: Invalid email address. Email address format must be a@b.cc.
- Field 6: 123456. Error: Invalid postal code. Postal code format must be A9A9A9.

## GENERIC ERROR AND WARNING MESSAGES

- Effective date cannot be future dated.

➔ **TIP** Enter a day in the past or today's date.

- End date must be later than start date.

➔ **TIP** Check the start date and ensure the end date entered is later.

- Area Code is not valid for Country Code.

➔ **TIP** Verify the area code has been entered correctly.

- Maximum number of results displayed. Other matching patients may exist, but are NOT shown. Consider adding search criteria if your patient does not appear in this list.

➔ **TIP** The maximum number of search results is 20. Try to search again and add additional search criteria.

---

## ADD OR EDIT PROGRAM

- Authorized Representative contact is mandatory. No gaps are allowed.

➔ **TIP** There must be at least one contact with the role of authorized representative for the entire effective period of the Program.

- Duplicate program contact found.

➔ **TIP** A contact with the same name and role already exists.

- Contact effective period must be within program effective period.

➔ **TIP** The contact has a start date prior to the start date of the Program. Correct the contact start date.

---

## ADD OR EDIT AFFILIATIONS

- There is a waiting period of at least 12 months before this patient can be re-affiliated.

➔ **TIP** The patient was previously affiliated to the roster and the affiliation was terminated. The patient cannot be re-affiliated during the 12-month waiting period.

- Add affiliation is not allowed for patient John Doe 12345-6789. The selected patient was deceased prior to the start of the current compensation period.

➔ **TIP** The patient cannot be affiliated to the roster as the patient is deceased.

- No AHCIP coverage dates were found for this patient.

➔ **TIP** The patient cannot be affiliated to the roster as they do not have current AHCIP coverage.

- Add affiliation is not allowed for patient Jane Doe 12345-6789. The selected patient's Alberta Health Care Insurance Plan eligibility does not fall within the Program's effective period.

➔ **TIP** The patient cannot be affiliated to the roster as they do not have AHCIP coverage during the effective period of the Program.

- The selected patient does not have any AHCIP coverage on the status effective date.

➔ **TIP** The patient cannot be affiliated to the roster as of the entered status effective date as they do not have AHCIP coverage on that date. Review the patient's AHCIP coverage information and correct the effective date if required.

- Add affiliation is not allowed for patient John Doe 12345-6789. The selected patient's Alberta Health Care Insurance Plan eligibility is effective in the future.

➔ **TIP** The patient cannot be affiliated to the roster at this time as their AHCIP coverage is not yet effective.

- Status effective date must be on or after the current compensation period's start date.

➔ **TIP** No roster changes are allowed prior to the current compensation period.

- End date cannot be prior to the current compensation period.

➔ **TIP** No roster changes are allowed prior to the current compensation period.

- Effective date must be within the current compensation period.

➔ **TIP** No roster changes are allowed prior to the current compensation period.

- End date must be greater than effective date.

➔ **TIP** No roster changes are allowed prior to the current compensation period.

- Effective date cannot be future dated.

➔ **TIP** Roster affiliations cannot be future dated.