

Alberta Netcare Newsletter

 July 2026



Initiative Spotlight

- One Card - Integrated Driver's License and Health Card



New Releases/Features

- Northwest Territories (NT) Residents Can Now Access MyHealth Alberta



Reminders

- Accurate Patient Demographics Matter
- Transition to RSA SecurID Soft Token



INITIATIVE SPOTLIGHT

One Card - Integrated Driver's Licence and Health Card

Alberta is now issuing new and renewed integrated driver's licences or ID cards with a personal health number. Initial rollout applies to eligible Albertans with existing AHCIP coverage who are renewing or obtaining their first driver's licence or ID card **in person at a registry agent**.

Integrated cards will show the personal health number on the back of the driver's licence or ID card, and the health insurance expiry date will match the expiry date of the card. Redesigned cards will include expiry dates, but cards without expiry dates will continue to be accepted.

Albertans without a driver's licence or ID card can continue using their current health card. Albertans are also encouraged to obtain a mobile health card by signing up for a MyHealth Alberta account at myhealth.alberta.ca.



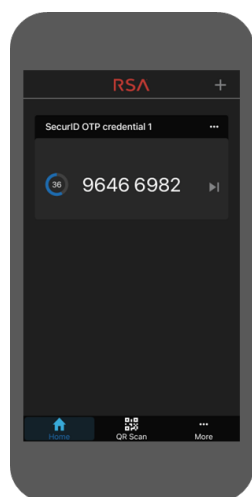
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If an Albertan has moved, changed their name, or experienced a change in family circumstances, they must update their account information by visiting a registry agent or contacting the AHCIP Contact Centre at 780-427-1432. Keeping health insurance information current helps ensure uninterrupted coverage. For more information, visit alberta.ca/ahcip-update-your-card.

➤ Learn more at alberta.ca/integrated-card

Reminders

TRANSITION TO RSA SECURID SOFT TOKEN



The transition from RSA hard tokens to software-based RSA soft tokens is currently underway. Soft tokens provide a convenient and secure way to authenticate without the need for a physical device.



Act now — you don't need to wait for your hard token to expire. If you haven't requested a soft token yet, contact eHealth Services Provider Support at **1-855-643-8649**.



Users who need assistance with setup, activation, or troubleshooting can contact RSA Remote Token Support at **1-844-542-7876**.



For step-by-step soft token setup instructions watch the [setup video](#).

ACCURATE PATIENT DEMOGRAPHICS MATTER

Accurate patient registration and data entry play a critical role in protecting patient privacy and ensuring health information is linked to the correct individual.

Name mismatches and demographic errors can lead to significant issues in My Personal Records (MPR), including the risk of information being displayed to the wrong patient. These errors can result in privacy breaches, additional investigation efforts, and delays in care.



BEST PRACTICE

At the point of care, take extra precaution when entering and verifying patient demographics, including legal name, middle names, date of birth, personal health number, and other identifying information. A few moments spent confirming accuracy can help prevent downstream data delivery issues, protect patient privacy, and maintain the quality and integrity of patient information.



DID YOU KNOW?

Your HSS Identity & Access Management (IAM) access is tied to your Alberta Netcare access. Netcare accounts expire automatically after **180 days of inactivity**, which may abruptly end your HSS IAM access. Log in to Netcare at least every 180 days to keep access active.



New Releases/Features

NT RESIDENTS CAN NOW ACCESS MYHEALTH ALBERTA

Northwest Territories (NT) residents who receive care in Alberta can now access their Alberta health information through MyHealth Alberta.



Eligible residents can create an **Alberta.ca Account**, verify their identity with an NT government-issued ID, and connect their NT Personal Health Number to access

- MyHealth Alberta Account
- My Personal Records
- MyChart
- Share My Record functionality



This includes available records from Alberta acute care or ambulatory care facilities, such as lab results, diagnostic reports, and procedures. Pharmacy and private clinic visits are not included.

To be eligible, individuals must have received care at an Alberta acute care or ambulatory care facility and have a corresponding Unique Lifetime Identifier (ULI).

Identity verification remains valid for one year or until the verified identification document expires, whichever comes first. Users will need to re-verify to maintain access.



Learn more at [MyHealth Alberta Help Centre](#)

Connect With Us
eHealth Services Provider Support
1-855-643-8649
eHealthProviderSupport@gov.ab.ca