

Date: March 25, 2022
To: ZEOCs
From: Emergency Coordination Centre (ECC)
RE: Ukraine Evacuee Patient Care and Billing

With the situation in Ukraine and the recent announcement by the government that Alberta will be accepting evacuees, healthcare facilities and providers are requested not to turn away requests for care, respond as needed and submit claims following guidance provided by Alberta Health.

We will care for everyone who arrives in our province and we will do everything we can to ensure their care is culturally appropriate and accessible.

Some evacuees have already arrived in Alberta and we are expecting hundreds more over the coming weeks. Should any evacuee require health services from Alberta Health Services, register them and create a ULI, provide the excellent care provided to all patients, but do not bill patients for these services.

Alberta Health is currently working on the billing method and all service payments will be back dated and connected to the ULI created.

We anticipate many evacuees arriving in our province will not have English as their first language. Remember has medical translation and interpretation specialists that are able to assist all AHS staff and provide access to a Ukrainian or Russian professional interpreter if needed.