



Dental Benefact

A BULLETIN FOR DENTAL SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

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Benefacts are going green

Starting in April, we will be sending emails notifying you when a new Benefact is available. If you have missed any of our recent mail outs, you can find them at www.ab.bluecross.ca/providers/provider-dental-home.php.

Dental provider web site users will see an updated icon on the overview page when a new Benefact is released. If we do not have your email address on file, you will continue to receive paper copies in the short term.



Our dental provider web site is convenient for your office

Our free dental provider web site offers flexibility and convenience to your office with the following benefits:

- claims statements, predeterminations and orthodontic treatment plan evaluations are available on demand, regardless of the date;
- by searching patient details, you can reconcile claims payment as far back as necessary; and
- your office has the option to choose from daily or weekly direct deposits depending on your office's needs.

Sign up today by visiting www.ab.bluecross.ca/providers/provider-dental-home.php.

Once your office has signed up and you have access to the provider web site, your office will receive direct deposits on a daily basis. If your office prefers to remain on a weekly payment schedule, please give us a call and we will be happy to make this arrangement.

Even if your office does not submit electronically, the provider web site offers a paperless option to view claim statements, predeterminations and orthodontic treatment plan evaluations. Contact Alberta Blue Cross today to find out how to get started.

Farewell to modems

If your office is still using telephone modem technology, you must make arrangements to transition to using the Internet. Alberta Blue Cross will no longer support modem transmission services effective October 1, 2017. Please contact your software vendor for transitioning to the Internet.

CDAnet Version 4.1

If your office subscribes to one of the following dental software management applications, you can start realizing the benefits of CDAnet version 4.1:

- Adstra,
- ClearDent,
- Gold Dental Management, or
- Maxim.

The following is a list of enhancements your office will receive from CDAnet version 4.1:

- secondary coordination of benefits can be submitted electronically regardless of the CDAnet version the primary insurance carrier is on;
- version 4.1 allows for the submission of electronic attachments, such as diagnostic images, with claims and predeterminations;
- improvements and efficiency gained by reduction of paper submissions and mailing costs; and
- improved claim and predetermination turnaround.

Please contact your software representative to have your office upgraded.

Do you experience difficulties with electronic submissions of CDAnet transactions?

If you are experiencing any issues with electronic submissions, a dedicated member of our team will work with you and your vendor to resolve any issues. This service is free to all dental providers. Please email droethlingshoefer@ab.bluecross.ca if you require assistance.

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Provider resubmission mailbox

Do you need to resubmit a claim that has already been assessed by Alberta Blue Cross? Forward the explanation of benefits, along with any supporting documentation, to our dental provider mailbox at DPCmailbox@ab.bluecross.ca for a faster turnaround time.

Did you know that diagnostic images are not always required?

Alberta Blue Cross only requires diagnostic images for the following:

- anterior crowns and veneers—anterior teeth are considered to be from the first incisor up to and including the first bicuspid in each quadrant (teeth one to four);
- inlays and onlays—all teeth;
- implants—all teeth;
- double pontics and/or retainers (where the procedure is being performed on consecutive teeth); and
- bone grafts—all teeth.

Following these guidelines will allow for the majority of your claims and predeterminations to be sent electronically. This will assist in faster document turnaround and avoid extra expenses in postage and administrative costs.

Non-assignment and not electronic?

Even if your office does not accept assignment and is not set up for electronic submissions, you can assist your patients in receiving quick reimbursements by eliminating the need to mail the claim form. By providing them with a claim form, patients are able to submit through our member site. They can visit www.ab.bluecross.ca to find out more.

Orthodontic claims can be submitted electronically to Alberta Blue Cross

Did you know that once you have received an approved orthodontic treatment plan evaluation, your office can submit the orthodontic claims electronically to Alberta Blue Cross? If you do not have a procedure code, **please use code 80000** when submitting the electronic claims transaction.

Alberta Blue Cross Customer Services is here for your patients

If your patients have any questions about their dental benefits, we are here to help them! As you know, Alberta Blue Cross has a Dental Services call centre dedicated to assisting dental providers. We also have a separate Customer Services call centre to assist your patients with their inquiries. Please have patients use the Customer Service numbers; using the Dental Services call centre number results in delays due to calls being transferred to the correct locations.

Alberta Blue Cross Customer Services:

780-498-8000 (Edmonton and area)

403-234-9666 (Calgary and area)

1-800-661-6995 (toll free)

When you have questions:

For assistance with benefit or claim inquiries, please contact an Alberta Blue Cross Dental Services call centre representative at:

780-498-8977 (Edmonton and area)

403-294-4042 (Calgary and area)

1-800-567-8104 (toll free)

Support is available Monday to Friday from 8 a.m. to 4:30 p.m.



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