

# the dental Benefact

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A BULLETIN FOR DENTAL SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

## Alberta Blue Cross Usual and Customary dental fees increase effective January 1, 2010

Alberta Blue Cross Usual and Customary dental fees are a market-determined basis of payment of dental claims. They are based on recent claims data from actual marketplace billings of Alberta Blue Cross employer group dental plan participants by Alberta dental offices. Usual and Customary dental fees apply to some Alberta Blue Cross employer group dental benefit plans. Usual and Customary dental fees are calculated based on a thorough analysis of each of the 1,800 plus procedure codes charged by Alberta dental providers.

As the largest consumer of dental services in the province, Alberta Blue Cross plans pay in excess of \$510 million annually for dental services to Alberta dentists. This market share places us in the unique position of being able to accurately assess marketplace billing rates for dental services in Alberta, enabling us to establish market-appropriate and credible bases of payment that also serve the interests of our customers.

**For 2010, Alberta Blue Cross Usual and Customary dental fees will be increased by a weighted average of 3.95 per cent over 2009 levels.**

Alberta Blue Cross Usual and Customary dental fees *do not* apply to your patients whose plans reference the Alberta Blue Cross Dental Schedule or another basis of payment for claims for dental services. Your dental office has quick and easy access to information about your patients' dental coverage through the Alberta Blue Cross ADVISER telephone information system.

### Introducing a new format

In our ongoing efforts to minimize our environmental impact and to improve our service to you, Alberta Blue Cross will no longer provide the Alberta Blue Cross Usual and Customary dental fees in paper format. Instead, this year Alberta Blue Cross Usual and Customary dental fees will be available on request on compact disc (CD-ROM). The CD-ROM format has multiple advantages: it offers greater functionality, saves on storage space and reduces paper consumption.

If you would like a copy of the Alberta Blue Cross Usual and Customary dental fees, please contact Alberta Blue Cross using the Dental Services call centre numbers listed below.

### When you have questions:

For assistance with dental 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 from 8 a.m. to 4:30 p.m. Monday to Friday.



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