

the dental Benefact



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A BULLETIN FOR DENTAL SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

Alberta Blue Cross to administer dental benefits for Alberta Health Services

We are pleased to announce that effective July 1, 2010, Alberta Blue Cross will administer all dental benefits on behalf of employees of Alberta Health Services.

New identification cards

Participants in the various Alberta Health Services dental plans will be provided with Alberta Blue Cross identification cards. Claims may be submitted electronically to Alberta Blue Cross via CDAnet.

Claims for dental services

Any claims for dental services incurred prior to July 1, 2010 should be submitted to the patient's current benefit carrier. The deadline for submission of dental claims incurred up to July 1 is July 30, 2010. Service dates on or after July 1, 2010 should be submitted to Alberta Blue Cross.

Predeterminations and coverage inquiries

For extensive dentistry or orthodontic treatment in progress, please send Alberta Blue Cross a copy of the patient's predetermination along with the first claim you submit. Treatment plans approved prior to July 1, 2010 will continue to be honoured if they are within the validation period (120 days). Existing maximums will continue to apply.

As of July 1, 2010 we encourage the use of CDAnet and ADVISER for predeterminations. If radiographs are required for predeterminations, a paper treatment plan must be submitted to Alberta Blue Cross.

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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