

# 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 January 1, 2011

Alberta Blue Cross Usual and Customary dental fees are a basis of payment of dental claims. These rates are based on recent claims' data from actual marketplace billings of Alberta Blue Cross employer group dental plan participants. 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 and apply to specific Alberta Blue Cross employer group dental benefit plans.

Alberta Blue Cross plans pay in excess of \$555 million annually to Alberta dental providers. This significant 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 2011, Alberta Blue Cross Usual and Customary dental fees will be increased by a weighted average of 3.51 per cent over 2010 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 dental services claims. Your dental office has quick and easy access to information about your patients' dental coverage through CDAnet and the Alberta Blue Cross ADVISER telephone information system.

### Available on request

In our ongoing efforts to minimize our environmental impact and to improve our service to you, we offer the Alberta Blue Cross Usual and Customary dental fees 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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