

the dental Benefact



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A BULLETIN FOR DENTAL SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

Radiographs are not always required

Alberta Blue Cross receives many claim and treatment plan submissions with radiographs attached that are not required. Submitting unnecessary radiographs creates an extra expense in postage and administration costs for your office and could result in longer wait times. Most claim and treatment plans can be sent electronically without radiographs and assessed almost instantly!

Radiographs are not routinely required for:

- Filling restorations
- Posterior crowns – posterior teeth are considered to be from the second bicuspid to the third molar in each quadrant (teeth five to eight)
- Standard three-unit bridges

Radiographs are required 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)

Following these guidelines for radiographic submissions will ensure expedited service for your office and your patients. For your convenience Alberta Blue Cross also accepts paper copies of diagnostic images in place of radiographs.

Electronic predeterminations

Did you know that Alberta Blue Cross now provides the following information for predeterminations that are submitted electronically via CDAnet or DACnet?

- If a submitted procedure code does not apply to a patient's maximum.
- If the coinsurance for the procedure is 100 per cent.
- Frequency limitations for both approved and rejected services.

****Please note that this information is not available through ADVISER!
It is to your benefit to submit predeterminations using CDAnet or DACnet.***

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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