

# the dental Benefact

Number 79 • September 2011

A BULLETIN FOR DENTAL SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

## Changes to ID cards for some Alberta Health Services employees

Effective October 1, 2011, thousands of Alberta Health Services employees will transition from their current plan number to **group 25000** or to a new section number under group 25000.

### New Alberta Blue Cross ID cards

Participants in these plans will receive new Alberta Blue Cross identification cards later this month. In order to ensure your patient profiles are up-to-date, we encourage you to ask your patients to present their Alberta Blue Cross ID cards at their next appointment.

### New dental fee schedule

Some of the Alberta Health Services employees who will receive new ID cards will also be moving to consolidated plans. It's important to note that effective October 1, 2011, dental benefits for these specific Alberta Health Services employees will be paid according to the Alberta Blue Cross Dental Schedule.

### Claims for dental services

If your patient is covered through an Alberta Health Services plan, please ask to see his or her ID card in order to confirm your files have the most accurate information and to ensure there is no interruption in claim submission capability. Claims may be submitted electronically to Alberta Blue Cross.

### Predeterminations and coverage inquiries

We encourage the use of electronic submission for predeterminations and coverage inquiries. Effective October 1, 2011, you are encouraged to submit new predeterminations in order to confirm coverage. 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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