



Dental Benefact

A BULLETIN FOR DENTAL SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

Number 86 • July 2013

Important claiming information for sleep apnea appliances

Procedure codes for appliances to treat medically diagnosed obstructive sleep apnea, snoring and upper airway resistance syndrome can be found under the 14900 series of codes.

These services must be submitted to Alberta Blue Cross on a health services claim form for consideration. They are not eligible under Alberta Blue Cross dental plans.

Please note that health services claims cannot have payment assigned to the dental provider—payment will only be issued to our members.

Services claimed by sextant

Services billed per sextant must indicate the code for the sextant in the "tooth code" field when submitted for payment. If the sextant is not indicated or is numbered incorrectly, it could result in a delay in processing the claim until the missing and/or correct information is provided.

The codes for sextants are as follows:

- 03 designates from 18-14
- 04 designates from 13-23
- 05 designates from 24-28
- 06 designates from 38-34
- 07 designates from 33-43
- 08 designates from 43-48

Some examples of procedure codes billed per sextant are 42411, 42421 and 42431.

New dental call centre coming soon!

In August, Alberta Blue Cross will be implementing a new dental call centre system. The new system offers enhanced technology to better assist you and your patients.

Some of the new features include:

- Request for provider's identification—callers will now have the option of entering the provider's unique identification number prior to speaking with a call centre agent. This will speed up the verification process.
- Call recording—all calls will now be recorded for quality assurance and training purposes.
- Callback option—instead of waiting on hold, callers will now have the option of requesting a callback without losing their place in line. Simply leave your name and number and one of our agents will return your call in the order which your call was received.

Alberta Blue Cross Dental anticipates a smooth transition to the new system and, as always, we encourage your office to use electronic submission for predeterminations and coverage inquiries.



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When you have questions:

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