

Do you have coverage with the Dental Assistance for Seniors Program?



If you aren't familiar with the Dental Assistance for Seniors program (DASP), it is a government sponsored program that provides income-based financial assistance to seniors over the age of 65 for basic dental coverage. **Effective July 1**, if you have coverage through the DASP, and your Seniors Plus plan, Alberta Blue Cross is asking you to confirm your continued eligibility under the DASP with us.

Alberta Blue Cross needs to confirm your coverage under the DASP due to a government directed transition of the administration of the DASP to the Alberta Dental Service Corporation (ADSC). This transition will require us to update our DASP eligibility records. ADSC officially became the DASP administrator on July 1.

As claims must be sent to the DASP first, please make sure your dental office is aware of this coverage and that they submit your claim to ADSC first and then submits any remainder to Alberta Blue Cross. This dental transaction will update our records properly.

Confirming your DASP coverage when you go to your dental provider ensures that we have all of the information we need to process your claim and will help minimize any delay in payment. If you wish to provide us with this information directly, you can call us toll free at 1-800-661-6995.

If you have any questions about how to submit your dental claims or your Seniors Plus coverage, please contact us at the number above. Any other questions regarding the DASP should be directed to ADSC at 1-800-232-1997. To apply for the DASP, contact the Alberta Supports Contact Centre at 1-877-644-9992.



Inside:

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- Preventing headache pain without the pills
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Promoting active living at all ages

Alberta Blue Cross is very pleased to be a sponsor of the 2015 Alberta 55 Plus Summer Games being held in Strathmore from July 16 to 19.

The Alberta 55 Plus Games is the province's premier multi-sport and cultural event. It promotes physical, intellectual and social wellness regardless of age or ability.

More than 1,200 participants from across the province are expected to attend this year's games, with 17 categories ranging from swimming and golf to cribbage and horse shoes. The games also involve more than 700 volunteers.

For more information, visit the games web site at www.2015strathmoregames.ca.





Are you planning a trip?

If so, make sure you contact Alberta Blue Cross to get travel insurance before you go. When planning a trip, most people are focused on all the fun they'll have—not on possible emergencies that could occur. Still, you can never be too careful when travelling, so making sure you are protected before you go can help you avoid potentially expensive medical emergencies.



You can count on us

Alberta Blue Cross out-of-province emergency medical coverage includes the **Travel Assistance Service**. This service offers trained medical personnel ready to assist you 24/7 to locate an appropriate provider for treatment. It also provides service in most major languages, coordinates payment to a provider of service, monitors medical treatment and arranges transportation/evacuation in the event of a medical emergency.

All Seniors Plus members are eligible for a 10 per cent discount on Alberta Blue Cross out-of-province emergency medical travel insurance.

For the protection you need while travelling, call Alberta Blue Cross today at 1-800-394-1965.



Coverage that's there when you need it the most

When 82-year-old John* agreed to accompany his two sisters to Hawaii in January he wasn't expecting to fall off a sea wall and break his hip on the third day of his vacation. Nor did he expect medical expenses of over \$47,000. But with Alberta Blue Cross travel insurance, everything was covered—including an emergency airlift, hip surgery, 10 days in the hospital and even his delayed flight home to Edmonton.

"People just don't know how much medical expenses can cost and how necessary coverage is outside of Alberta," says John. "They charge you separately for everything there—even for the bedpan."

* The event and amount described above are real, but in order to protect individual privacy, we have used fictitious names.



Preventing headache pain without the pills

Migraines are a real pain and the pills that bring you relief can sometimes have undesirable side effects. The good news is that there are some tips and tricks that can help you head off or minimize migraine pain—all without popping a single pill.



Avoid triggers. If you know there are certain foods, smells and situations that seem to often lead to a migraine, try and avoid them. Keeping a migraine journal can help you identify these triggers.

Try muscle relaxation exercises. These techniques can help to prevent migraines or reduce the pain you feel while one is occurring. Progressive muscle relaxation, meditation and yoga are great examples of ways to help you relax.

Rest and relax. When you feel a headache coming on, try to find a dark, quiet place where you can rest. An ice pack wrapped in a cloth can be used on the back of your neck and you can try applying gentle pressure to painful areas on your head.

Keep your money where it belongs ... in your wallet

To ensure efficient service to our plan members, we have arrangements with dental offices across Canada to enable them to submit eligible claims directly to Alberta Blue Cross at the time of service through our electronic claim adjudication service. The dentist is then paid directly for your claim, and you only need to pay for any portion of the claim not covered by your plan.



You can help to limit the cost of your next visit to your dentist by making them aware of the direct billing feature of your plan by presenting your Alberta Blue Cross ID card at the time of service. If the dental office is not already connected to Alberta Blue Cross, it's easy for them to connect to us. They simply need to contact us to activate an electronic billing connection.



From the mailbag

Question: I was looking at my new Alberta Blue Cross ID card and I noticed that it doesn't list my hospital benefits (Hospital Semi&Priv Direct Bill) why is that?

Answer: Great question. Hospital benefits are no longer displayed on your ID card. Instead, they are included under the "Extended Health Benefits" benefit.

ALBERTA BLUE CROSS®	
MEMBER	
John Smith Seniors Plus Plan D	
SAMPLE	
BENEFITS	EFFECTIVE YY/MM/DD
Health	15/09/01
Dental	15/09/01
Vision	15/09/01

If you have a question you'd like to see answered in a future issue of *Seniors' BlueLine*, email us at blueline@ab.bluecross.ca.

Alberta Blue Cross sponsors diabetes education expos

 **Every month**
1,000
ALBERTANS
Diagnosed with diabetes

Every month, approximately 1,000 Albertans are diagnosed with diabetes. The Canadian Diabetes Association estimates that more than a quarter of all Albertans are expected to be living with diabetes or pre-diabetes by 2025—and that diabetes will cost the province's health system an estimated \$1.3 billion in 2015 alone.

Recognizing that diabetes is a key condition that affects many Albertans—including many of our plan members—Alberta Blue Cross is partnering with the Alberta chapter of the Canadian Diabetes Association this year to sponsor the Calgary and Edmonton Diabetes Expo events being held in the fall. The Diabetes Expos are large-scale education events intended to help provide ongoing self-management learning experiences for adults living with diabetes.

The Edmonton event will be held **October 22** at the University of Alberta campus in Edmonton, featuring Hal and Joanne Johnson of Body Break; and the Calgary event will be held **November 21** at the University of Calgary.

If you or a family member is living with diabetes, please plan to attend one of these free events. Join us on **Facebook** and **Twitter** and watch for more details of these expos to be posted closer to the event dates.

 **MORE THAN**
1/4
Estimated diabetes or pre-diabetes Albertans by 2025

Committed to your community: making a healthy difference one community at a time

Through the Alberta Blue Cross Healthy Communities Grant Program, four \$50,000 grants will be awarded to groups and organizations across Alberta this year to support projects that promote active living and wellness at a community level.

One of these communities could be yours!

Learn more at

www.ab.bluecross.ca/aboutus/healthy-communities-grant.php



\$1 million given out over five years as part of our Healthy Communities Grant program

Do you know what to do with your expired medications?



We hope you weren't going to say throw them out. Throwing expired medication into the garbage creates an environmental hazard. Medications that end up in the garbage can end up in our soil, our water, then enter plants and animals, eventually entering our own food chain.

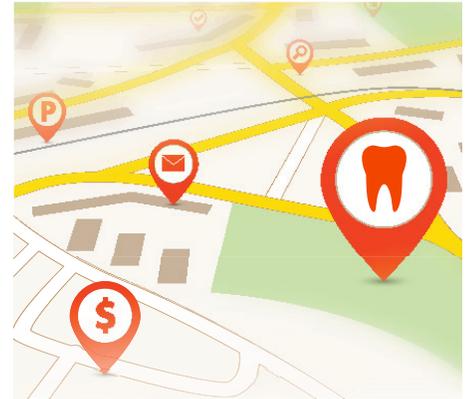
In Alberta, the RxA ENVIRx program, which is administered by the Alberta Pharmacists' Association, offers a system of safe disposal of expired or unused medications.



Disposing of these items is easy and free. All you have to do is simply return the medication (including over-the-counter medications and prescriptions) to any participating pharmacy across Alberta and they will ensure the medications are disposed of in a way that does not pose a risk to our environment or the health of others. There is no fee to participate in this program.

To find a participating pharmacy or learn more, visit www.healthsteward.ca/returns/alberta.

Enjoy the convenience of provider lookup with Google map coordinates



The direct-bill provider directory on the Alberta Blue Cross web site makes it easy for you to find a provider in your area who direct bills, thereby avoiding the need to fill out claim forms and pay the full cost of your eligible claims out of pocket.

Today, over 90 per cent of claims are submitted directly to Alberta Blue Cross at the time of service from a number of eligible health providers.

By consulting this searchable directory for a provider who offers the convenience of direct billing, you only need to pay your portion of the cost for eligible claims.

NEW The provider directory now includes Google map coordinates to make locating providers even easier. Each provider listing includes a "directions" link and a "street view" link, which connect you to the provider's physical location on Google maps. Plus, you can access this convenient service on the go with Alberta Blue Cross's mobile site.



A prize for your thoughts

We know there are plenty of things fighting for a bit of your time, so when you do have a minute to read *Seniors' BlueLine* we want to make sure it's full of content that you find useful and interesting. That's our goal, but we need your help to make it happen so please take a few minutes to answer our survey questions.

Oh, and we weren't kidding about having a prize. In fact, we're going to give away some great prizes. So submit your answers to us before **August 31** and you'll get a chance to win some great prizes, all while making *Seniors' BlueLine* even better.

To complete the survey, visit www.ab.bluecross.ca/seniors-blueline to fill it out online or cut out and submit the paper copy found below this article.



Protecting your online security

Some ways you can help curb unauthorized individuals from accessing your online information, or using your computer to attack other systems, include ensuring your passwords are secure, changing them on a routine basis and running antivirus software.

Maintaining strong passwords is essential, whether it is for access to the Alberta Blue Cross member services web site, your online banking, email or social media accounts. As a rule of thumb, do not use any information that others would most likely know; for example, your address or birthday. As well, use different passwords for each of your accounts to provide individual protection for each one.



Another way to further protect your online security is changing your passwords on a regular basis to help keep your information secure. It is more difficult for others to access your accounts if the passwords are constantly being changed.



Running antivirus software will provide you (and your online data) with comprehensive protection from cyberspace threats like viruses, spyware, adware and spam.

Seniors' BlueLine survey

Please mail the completed survey to BlueLine survey c/o Alberta Blue Cross Corporate Communications
10009 108 Street NW
Edmonton, AB T5J 3C5

Are you interested in being entered to win some great prizes? Yes No

Name: _____ Phone number: _____

Email address: _____

Mailing address: _____

You can also submit your responses via email to blueline@ab.bluecross.ca.

How often would you like to receive *Seniors' BlueLine*?

- a) Once a month.
- b) Once every three months.
- c) Once every six months.
- d) Once a year.

How would you like to receive *Seniors' BlueLine*?

- a) In the mail.
- b) Via email.
- c) Receive a notification via email or on social media letting you know that *Seniors' BlueLine* is available online.

The length of *Seniors' BlueLine* should be

- a) shorter than the current edition.
- b) longer than the current edition.
- c) stay about the same as the current edition.

Using this edition as a reference, what kind of content would you like to see if future *Seniors' BlueLine*?

- a) I would like to see more health/wellness related articles.
- b) I would like to see more benefits-related articles.
- c) I would like to continue to see a variety of articles.

What is your overall rating of *Seniors' BlueLine*?

1 2 3 4 5 6 7 8 9 10
 Poor Average Good

If there are any other topics you would like *Seniors' BlueLine* to cover, please include them below.

Keep your mind active! Challenge your mind with words

This word search game is a great way to challenge your mind—and support your mental health. The objective is to find and circle all of the words that are hidden in the grid. The remaining letters spell out a secret message; the topic is: weather.

F O R E C A S T Y W F O G R T O
 D P C W N T R T I N V T E B H D
 R I T H O T E N H E N T S L E A
 I S H G O N D M R U E U F I R N
 Z U G N H Y S C P M N A S Z M R
 Z I U I P E A H O E H D C Z O O
 L S O N Y S I R U R R I E A M T
 E L R T T R A E E M M A L R E P
 I E D H S B U N N A I L T D T F
 E C O G R O H O N A A D I U E R
 N O O I A E R U P U C M I A R E
 O L L L I T S F Q N T I R T H E
 L D F T N T A S H O W E R O Y Z
 C Y T I L I B I S I V O E R T E
 Y T I M O N S O O N O N D L U S
 C C L O U D S E I R R U L F S H

BAROMETER ICE
 BLIZZARD LIGHTNING
 CELSIUS MIST
 CLOUDS MONSOON
 COLD OVERCAST
 CYCLONE RAIN
 DOWNPOUR SHOWER
 DRIZZLE SLEET
 DROUGHT SNOW
 FAHRENHEIT SQUALL
 FLOOD STORM
 FLURRIES SUNNY
 FOG TEMPERATURE
 FORECAST THERMOMETER
 FREEZE THUNDER
 FROST TORNADO
 HAIL TSUNAMI
 HOT TYPHOON
 HUMIDITY VISIBILITY
 HURRICANE WINDY

Source: www.puzzles.ca/wordsearch.html

Hidden Message: PRECIPITATION



Join our Facebook page to get the latest news and highlights.



Stay in the loop with tweets about Alberta Blue Cross products, services and events.

If you have a question about your Alberta Blue Cross coverage, we're as close as your telephone.

Edmonton 780-498-8000
Calgary 403-234-9666
Red Deer 403-343-7009
Lethbridge 403-328-1785
Medicine Hat 403-529-5553
Grande Prairie 780-532-3505

Toll free from anywhere in Alberta
1-800-661-6995

Visit us online
www.ab.bluecross.ca



To minimize the environmental impact, *Seniors' BlueLine* is printed on paper made with post-consumer waste fiber. We continue to look for ways to reduce our environmental impact.

Please recycle this newsletter when you are done with it.