

Alberta Blue Cross now accepts diagnostic records including images and reports using CDA SECURE SEND

Starting today, dental offices can securely submit electronic diagnostic records to Alberta Blue Cross using CDA SECURE SEND.

When your office submits a claim or predetermination, and diagnostic records are required, you no longer have to send the images in the mail. You can now use CDA SECURE SEND to submit all your diagnostic records electronically.

If we require diagnostic records, this will be indicated on the electronic response or the explanation of benefits statement.

To send your diagnostic records use the following easy steps:

- In CDA SECURE SEND, click “New Recipient” to add the Alberta Blue Cross email ABCdentalimages@ab.bluecross.ca. Please ensure the email address is entered correctly.
- When sending your diagnostic records, please indicate the patient’s full name and coverage number in the subject line.
- It is not necessary to use the CDA SECURE SEND password function.
- You will not be required to resubmit the claim or predetermination to Alberta Blue Cross.

There are many benefits to using CDAnet and CDA SECURE SEND for both your office and your patients such as faster turnaround on claims and predeterminations; reduced mailing costs and no disruption to you or your patients in the event of a postal strike.

Alberta Blue Cross routinely requires diagnostic records for the following dental services:

- 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 retainers (where the procedure is being performed on consecutive teeth).

To receive more information about CDA SECURE SEND, please visit the CDA website at www.cda-adc.ca/securesend or call the Practice Support Services helpdesk at 1-866-788-1212 to get started.

We are here to help with electronic submissions

If your office experiences any difficulties with electronic submissions, we now have a dedicated resource that will work with you and your software vendor to resolve any issues. This service is free to all dental providers. Please contact David Roethlingshoefer by email at droethlingshoefer@ab.bluecross.ca or call 780-498-8214, if you require assistance.

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.

