

More information about the changes to the administration of the Dental Assistance for Seniors Program (DASP) and Low Income Health Benefit (LIHB) program dental benefits

On June 3, 2024, the administration of the DASP and LIHB program dental benefits will transition from the Alberta Dental Services Corporation (ADSC) to Alberta Blue Cross®. LIHB programs include individuals enrolled in Assured Income for the Severely Handicapped, Alberta Adult Health Benefit, Alberta Child Health Benefit, Income Supports, Children's Services, Child and Youth Support, the Family Supports for Children with Disabilities (program and the Supports for Permanency program).

Until June 3, 2024, all inquiries about coverage, claims, exception requests and payment should continue to be directed to the ADSC at 1-800-232-1997.

- Any questions related to the transition of claims administration can be directed to Alberta Blue Cross.
- As of June 3, please direct all DASP and LIHB program inquiries to Alberta Blue Cross.

This change does not impact eligibility; however, there will be upcoming changes to coverage, including the exceptions submission process.

Please refer to dental benefact #127 ([ab.bluecross.ca/pdfs/dental-benefact-127-april-2024.pdf](https://www.ab.bluecross.ca/pdfs/dental-benefact-127-april-2024.pdf)), which was published on April 30, 2024, for more information.

Frequently asked questions

Answers to frequently asked questions about this transition have been posted on the Alberta Blue Cross website. For more information on the claiming process, exception process, coverage changes and more, please visit <https://www.ab.bluecross.ca/pdfs/ah-dental-benefits-faq.pdf>.

Exception review process

Alberta Blue Cross is implementing a new exceptions and voucher review process for receiving and adjudicating exception requests for the DASP and LIHB program on June 3, 2024. Alberta Blue Cross is committed to implementing a streamlined process to ensure clients receive timely access to the benefits covered by the DASP and LIHB program and to reduce the administrative burden on dental providers.

All dental providers will be required to use the Alberta Blue Cross dental provider website to submit exception requests and vouchers. Please ensure you have signed up for access to the provider site before this date and that your information with Alberta Blue Cross is up to date. Please visit [ab.bluecross.ca/provider/type/dental/dental-home.php](https://www.ab.bluecross.ca/provider/type/dental/dental-home.php) for more information.

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Virtual information session

Alberta Health and Alberta Blue Cross will be hosting a virtual information session on May 22, 2024. This session will provide an overview of the transition and a chance for dental providers to ask any questions. A dental benefact with a link to the session recording and the answers to commonly asked questions will be issued after the session.

MEETING INFORMATION

Meeting name: Transition of the Government of Alberta's dental programs to Alberta Blue Cross

Date: May 22, 2024

Time: 11 a.m. to noon (mountain time)

Location: Microsoft Teams

Meeting ID: 215 792 765 664

Passcode: Ve3sfN

Online access steps

1. Click the Microsoft Teams link (microsoft.com/en-ca/microsoft-teams/join-a-meeting) using your web browser or Teams app.
2. Type your name.
3. Choose your audio and video settings.
4. Select Join Now.

Call-in access steps

1. Dial-in by phone (toll free): (888) 261-9242
2. Enter phone conference ID: 676 081 957#

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.

