

## Administration of the Government of Alberta's Dental Assistance for Seniors Program (DASP) and Low Income Health Benefit (LIHB) program dental benefits: virtual information session link and frequently asked questions and answers

On June 3, 2024, the administration of the Dental Assistance for Seniors Program (DASP) and Low Income Health Benefit (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, Supports for Permanency and the Family Supports for Children with Disabilities program.

This change does not impact the eligibility of members, their ID number or the fee guides currently in place for the programs. This change is only about who will be administering the programs on behalf of the Government of Alberta.

You can find more information on the following topics at [ab.bluecross.ca/pdfs/ah-dental-benefits-faq.pdf](https://ab.bluecross.ca/pdfs/ah-dental-benefits-faq.pdf) or [ab.bluecross.ca/provider/type/dental/dental-home.php](https://ab.bluecross.ca/provider/type/dental/dental-home.php):

- The claiming process.
- Coverage changes to scaling and general anesthesia.
- Exceptions, vouchers and LIHB program Orthodontic Treatment Plans (OTP).
- Pre-determinations.
- Program information.
- Registering for the provider website and signing up for direct deposit.

### Virtual information session recording

Alberta Health and Alberta Blue Cross hosted a virtual information session on May 22, 2024. This session provided an overview of the transition and a chance for dental providers to ask questions.

You can view a recording of the information session here: [vimeo.com/949946540/2b58797d79?share=copy](https://vimeo.com/949946540/2b58797d79?share=copy).

This recording, along with a frequently asked questions and answers document about this transition, have been posted on the Alberta Blue Cross website. The following are answers to some of the most asked questions during the virtual information session.

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## Common questions and answers

What group numbers do I use to submit claims to Alberta Blue Cross for DASP and LIHB programs as of June 3, 2024?

Program name	Group	Section
Adult Health Benefit*	23609	000
Adult Child Health Benefit	20400	000
Assured Income for the Severely Handicapped (AISH)	19823	X
Child and Youth Support	20403	000
Children's Services	19824	000
Dental Assistance for Seniors Program (DASP)	101	All sections
Family Supports for Children with Disabilities	23800	A
Income Supports	19823	000
Supports for Permanency	23726	A

\*Includes the Ukrainian Evacuees Support Program

## Where do I send DASP and LIHB dental program claims?

Until June 2, 2024, continue to send your dental claims to ADSC. Beginning June 3, 2024, regardless of the service date, send your claims and predeterminations electronically through CDAnet or mail them to Alberta Blue Cross (see details in the questions and answers document).

## Will unprocessed claims or predeterminations that are sent to ADSC before June 3, 2024, be forwarded to Alberta Blue Cross?

No; any outstanding submissions sent to ADSC before June 3, 2024 will need to be resubmitted to Alberta Blue Cross on or after June 3, 2024.

## As of June 3, 2024, how can providers submit exceptions to Alberta Blue Cross?

Exceptions, vouchers and Family Supports for Children with Disabilities and Supports for Permanency orthodontic treatment plans must be submitted through the Alberta Blue Cross provider website. If you have not yet signed up for direct deposit and registered for the website, please visit [ab.bluecross.ca/pdfs/how-to-register-for-the-dental-provider-website.pdf](https://ab.bluecross.ca/pdfs/how-to-register-for-the-dental-provider-website.pdf). If you are unsure if you are registered for the dental provider website, please call the Provider Relations contact centre at 1-800-567-8104 and one of our agents will be able to assist you.

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## What changes have been made to DASP and LIHB coverage effective June 3, 2024?

DASP	As of June 3, 2024
Scaling	Eight units of scaling in a rolling 12-month period. No exceptions allowed.
General anesthesia	Twelve units of general anesthesia in a rolling 6-month period. No exceptions will be allowed.

LIHB program	As of June 3, 2024
Scaling	Eight units of scaling in a rolling 12-month period. No exceptions allowed.
General anesthesia	Twelve units of general anesthesia in a rolling 6-month period. No exceptions will be allowed.

These changes were developed in consultation with the Alberta Dental Association.

The questions and answers document will continue to be updated, so please refer to it regularly during the transition.

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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.

