

## Administration of the Government of Alberta’s Dental Assistance for Seniors Program (DASP) and Low Income Health Benefit (LIHB) program dental benefits: Transition update and frequently asked questions and answers for denturists

We are aware of some challenges experienced by denturists as a result of the transition of the administration of the DASP and LIHB program dental benefits from the Alberta Services Dental Corporation (ADSC) to Alberta Blue Cross on June 3, 2023.

### 1. Provider Relations contact centre

Thank you for your patience as we have been experiencing higher than anticipated call volumes related to this transition. We know some dental providers have been unable to get through to our Provider Relations contact centre. To answer as many calls as possible, we are training additional team members and temporarily receiving assistance from some of our Customer Services team members who are assisting with basic inquiries to our dental provider line. We also have our [frequently asked questions and answers document](#), which is available on our website and updated as needed.

### 2. Claim processing

With the transition of the administration of the DASP and LIHB dental benefits, we have identified several issues that have impacted the processing of claims submitted by denturist providers.

- **Invalid codes for denturists listed on the DASP and LIHB dental benefits fee schedules**

The inclusion of out-of-date Denturist Association of Canada (DAC) codes, or only listing a USCLS code on the DASP and LIHB dental program fee schedules, has resulted in denturists not being able to submit claims using current DAC codes for services which are a benefit under these programs. As these codes are identified, Alberta Blue Cross has been updating our systems to accept the equivalent current codes to allow for appropriate adjudication.

Below are some of the common invalid codes that have been identified and the current DAC codes that should be used instead.

Invalid codes for denturists	Code type	Current equivalent DAC codes	
58110	DAC	38110	48110
58120		38120	48120
56602	USCLS	35210	45210
		35220	45220

Please submit all claims for these services using the current DAC codes.

If you identify any additional codes listed on the DASP or LIHB denturist fee schedules that are out-of-date or invalid, please try submitting the services with the current equivalent DAC code. If the service is still rejecting and shows as an eligible benefit for that program, please contact our Dental Provider Relations contact centre and we will investigate.

The posted fee schedules will be updated to remove any out-of-date codes and provide the equivalent current codes where necessary.

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- **Preauthorizations that were approved under ADSC are rejecting when the claim is submitted to Alberta Blue Cross**

There was no transfer of predetermination or preauthorization data from ADSC to Alberta Blue Cross. If you have a predetermination or preauthorization for a patient from before to June 3, 2024, please submit a new predetermination to Alberta Blue Cross to confirm eligibility. Note: predeterminations submitted to Alberta Blue Cross do not hold funds for the member or a provider.

- **Alternating codes**

For DASP patients, we understand that in cases where a member selected a more expensive denture treatment than was eligible under coverage and the applicable DAC code was submitted by dentist, ADSC automatically adjudicated to eligible denture treatments and paid accordingly. We are investigating if this claiming model can be accommodated into the design of the DASP.

**Action requested from dentist providers:** to facilitate the correct adjudication of your claims, we kindly request that you do the following:

1. Double-check the accuracy and completeness of all claim submissions before they are sent to us.
2. Ensure all denture services are submitted with the applicable arch code (for example, 01 or 02).
3. Ensure that all claims are submitted using the most current DAC codes and software version.
4. Maintain open communication with our dedicated Dental Provider Relations contact centre to promptly address any issues or concerns regarding claim processing.

We understand the importance of reliable claims processing for your practice and are committed to resolving these issues as quickly as possible. Your patience and understanding during this transition period are greatly appreciated.

Should you have any questions or require further clarification regarding this transition, or any specific concerns related to your claims, please do not hesitate to reach out to our dedicated Dental Provider contact centre.

Thank you for your continued partnership and for the care you provide to your patients.

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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.

