

## Urgent updates regarding exception requests for government-sponsored dental programs

Since the transition of government-sponsored dental benefits to Alberta Blue Cross®, there has been a significant number of exception requests submitted by dental providers. A high volume of these exception requests have been invalid and outside of policy, creating a significant backlog and causing slower turnaround times for legitimate exception requests.

### Services not eligible for review

The following dental benefits are not eligible for review and should not be submitted to Alberta Blue Cross:

- Scaling\*
- General anesthesia\*

*\*Eligible procedure under the government-sponsored dental program, but it is not eligible for an exception request. The coverage for scaling and general anesthesia was increased by the Government of Alberta as part of the transition to reduce the need for exception requests, and was done in consultation with the Alberta Dental Association. **Please refer to [Dental Benefact #127](#) for more details.***

### Mandatory documentation requirements for review

The following dental benefits have mandatory documentation requirements to be eligible for review.

| Dental benefit | Mandatory documentation requirements   |
|----------------|--|
| Root canals    | Periapical image and written periodontal report/charting including periodontal condition of tooth, bone loss levels, mobility and if infection is present.   |
| Crowns         | Periapical, intraoral or bitewing image and written explanation for services, including <ul style="list-style-type: none"><li>• tooth structure,</li><li>• attempt of previous restoration(s), and</li><li>• whether this is a replacement.</li></ul>  |
| Bridges        | Periapical, intraoral or bitewing image and written explanation for services, including <ul style="list-style-type: none"><li>• tooth structure,</li><li>• attempt of previous partial denture, and</li><li>• whether this is a replacement.</li></ul> |
| Orthodontics   | Orthodontic Treatment Plan, including diagnostics such as pan, intraoral photos and written medical rationale.   |

*continued next page*

*continued from previous page*

### Exceptions approved by the ADSC

Exceptions that were approved by the Alberta Dental Services Corporation (ADSC) prior to June 3, 2024, must not be re-submitted to Alberta Blue Cross for a new exception review.

- Exceptions approved by the ADSC (except for scaling and general anesthesia) were transferred to Alberta Blue Cross and loaded into our systems.
- Claims submitted by dental providers will adjudicate against these prior approved ADSC exception requests.
- No new exception requests are required if they were already approved by the ADSC prior to the transition.

Please visit [ab.bluecross.ca/provider/type/dental/dental-home.php](https://ab.bluecross.ca/provider/type/dental/dental-home.php) for more information, including frequently asked 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.

