

## Urgent updates regarding common inquiries received for government-sponsored dental programs

Thank you for your patience as we continue to experience 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.

### Exceptions processing

We continue to work through submitted exceptions as quickly as possible. There have been system challenges that prevented some exceptions from being actioned in the initial weeks, which has resulted in delays. If you submitted an exception through the secure dental website and it has not been processed, please **do not resubmit**. If you are concerned about the status of an exception submission, please call our Dental Provider Relations contact centre to speak to one of our team members.

You can also view the response to your exception request by logging in to the secure dental provider website and locating the related claim or claim in waiting.

Please remember to only submit valid exception requests through the exception upload process. No new exception requests are required if they were already approved by the ADSC prior to the transition.

Please refer to [Dental Benefact #132](#) for important details regarding the exceptions review process.

### Exception submission requirements

Prior to submitting an exception request, please ensure that you have submitted a pre-determination for the dental services via CDANet.

When submitting exceptions, please ensure that you are providing all of the required information, including

- the predetermination Explanation of Benefits (EOB) showing the rejected dental service;
- written explanation for the exception request; and
- relevant documents such as diagnostic images, periodontal reporting and charting (if applicable).

For more information regarding required information for exception review, please visit our [Alberta Health dental programs provider exception requirements document](#), which is available on our website.

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### Predeterminations

With the transfer of historical claims, there were previously some predeterminations that were providing inaccurate responses regarding eligibility for clients covered by government-sponsored dental programs. All issues that we are aware of have been resolved. If you have not yet completed treatment for a predetermination submitted prior to July 31, 2024, we ask that you submit another predetermination.

**Please remember to submit the predetermination under the dentist that will be performing the service as some services may have different eligibility based on specialty and services previously claimed.**

### Orthodontic Treatment Plans (OTPs)

For clients with coverage under the Family Supports for Children with Disabilities (FSCD) program or Supports for Permanency (SFP) program, orthodontic treatment plans may be submitted on our Secure Dental Provider Website using the **DASP/LIHB Upload** tab. For all other Alberta Blue Cross® plans, including LIHB programs, OTPs must be mailed to

Alberta Blue Cross  
10009 108 Street NW  
Edmonton, AB T5J 3C

Additional information regarding OTPs and required information can be found at on our [Secure Dental Provider Website](#) under **Resources**.

### Plan detail updates

If your patient needs to correct information on file for their plan (e.g., their date of birth), please ask your patient to contact their worker or call the Alberta Supports Contact Centre for assistance. Alberta Supports can be reached at 1-877-644-9992.

Alberta Blue Cross handles dental benefit-related inquiries from plan members covered by the Dental Assistance for Seniors program. All other plan members covered by AISH, Adult Health Benefit and Income Support, must contact their caseworker or Alberta Supports for assistance. Please do not direct plan members covered under these programs to contact Alberta Blue Cross.

### Services deemed not eligible under the LIHB program

If an exception request is submitted to Alberta Blue Cross and is denied, you and your patient may discuss and make plans for treatment. Please ensure your patient is aware that the planned service will not be covered by the government-sponsored dental program and that the full cost will be their responsibility. Alberta Blue Cross will not contact the patient or collect on the office's behalf if payment is not made by the patient to the provider directly.

## QUESTIONS?

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.

