## DENTAL BENEFACT

A BULLETIN FOR DENTAL SERVICE PROVIDERS FROM ALBERTA BLUE CROSS®

# Introducing enhanced online features for providers to confirm plan member's dental coverage

Alberta Blue Cross® is pleased to announce that effective **October 23, 2024**, all dental providers registered for the <u>dental provider website</u> will have online access to look up basic member coverage eligibility information for active Alberta Blue Cross members. This enhancement is based on provider feedback and supports you as you deliver services to our members across the province. It provides information for plan members covered by employer-sponsored group plans, individual plans and those with coverage under the government-sponsored dental programs.

#### **How to use the Member Coverage Eligibility tool**

To use the Member Coverage Eligibility tool, enter the member's information as found on their ID card or, where applicable, the Assured Income for the Severely Handicapped or Income Support member letter:

- · ID number,
- · Group number,
- · Last name,
- · Date of birth—the format must be YYYY-MM-DD,

then click Search.

BLUE CROSS® Dental providers			Contact us	Help   Sign out
Overview Reports DASI	P/LIHB Upload	Member Coverage Eligibility	Resources	Your profile
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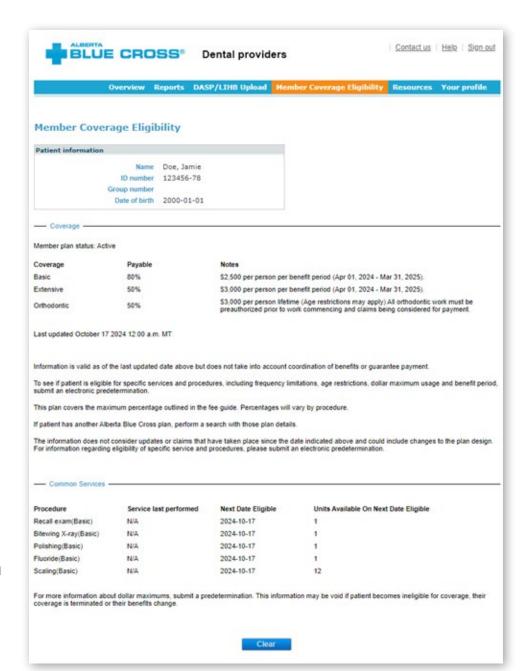


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This new online coverage eligibility look-up tool allows providers to view the following:

• Coverage information shows the plan member's coverage information and co-insurance percentages for available dental services under their plan such as basic, extensive and orthodontic benefits.

· Common services shows some of the basic services available to the plan member, including the frequency limitations, the last date of service and the next eligible date.



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The information displayed is accurate up to the 'Last updated' date displayed on the results page and does not consider Coordination of Benefits, or any plan changes or claims completed after the displayed date. The look-up tool is not to be used to confirm eligibility for services and is NOT a guarantee of payment. For the most up-to-date information and eligibility information on specific dental services, please submit a predetermination for all treatment prior to completing services.

Information is only displayed if the member's Alberta Blue Cross plan has coverage for the benefits. For example, if a result is not returned for orthodontic coverage, the patient's plan does not have coverage for orthodontic treatment.

If your patient has coverage under multiple Alberta Blue Cross plans (Coordination of Benefits), you will need to perform a search under each one to get those plan details.

#### **Additional information**

If you are not already registered for our website, please visit <a href="https://www.ab.bluecross.ca/provider/type/dental/dental-">https://www.ab.bluecross.ca/provider/type/dental/dental-</a> home.php for information on registration.

You can also access additional resources including:

- · our dental provider website user guide;
- Alberta Government-sponsored dental program fee guides and FAQs;
- recent Dental Benefacts, including a listing of Low Income Health Benefit group numbers
  - https://www.ab.bluecross.ca/pdfs/dental-benefact-130-June-2024.pdf

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.





