

Important information: Disruption of postal services

Claim payments

To avoid delays in receiving payment, we encourage you to ensure that you are signed up for direct deposit of funds. The application for direct deposit of funds for dental providers can be found on the Alberta Blue Cross website at ab.bluecross.ca/pdfs/30873.pdf.

Dental provider website

Once you are signed up for direct deposit, we ask that you register for access to the dental provider website. Visit ab.bluecross.ca/pdfs/how-to-register-for-the-dental-provider-website.pdf for information on how to register for the website.

The website will allow you to access:

- claim payment reports,
- predeterminations and orthodontic treatment plan evaluation reports,
- individual patient statement reports,
- member coverage look-up.

The provider website also allows you to submit exceptions and vouchers for Alberta Health dental plans and contains valuable information for dental providers, including Benefact newsletters, claiming tips, community news and other updates from Alberta Blue Cross.

Claim and predetermination submission

To avoid delays in claim processing, please submit all eligible claims and predeterminations electronically.

Alberta Blue Cross supports the electronic submission of claims, including claims with coordination of benefits, through CDAnet, DACnet and CDHAnet. Please ensure that your software is updated to the latest version to increase the likelihood of successful electronic claim submission.

Alberta Blue Cross electronic claim submissions information

Carrier ID: 000090
Network: Telus B
Version 4.1

All dental services can be submitted electronically, except for:

- orthodontic treatment plans (OTPs), and
- accidental dental claims.

If a claim or predetermination cannot be submitted electronically, they may be delivered in person or through courier to the claims drop box at one of our five locations – Edmonton, Calgary, Grande Prairie, Lethbridge, and Red Deer.

Edmonton

10009 108 Street NW
Edmonton AB T5J 3C5

Calgary

715 5th Ave SW
Calgary AB T2P 2X6

Grande Prairie

108 - 10126 120 Ave
Grande Prairie, AB T8V 8H9

Lethbridge

470 Chancery Court, 220 4 St S
Lethbridge, AB T1J 4J7

Red Deer

103 - 5002 55 St
Red Deer, AB T4N 7A4

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.

