



Dental Benefact

A BULLETIN FOR DENTAL SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

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New dental provider portal launching later this year

As Alberta Blue Cross continues our phased-in approach to moving paperless, we are excited to announce our new dental provider portal launching later this year. The portal will allow real-time access to reports for reconciliation and explanation of benefit statements listing the detailed breakdowns for patient treatments.

If your office is interested in piloting this new portal, please contact our provider call centre and let them know. Watch for more information in the coming months!



Bitewing images

Beginning September 1, 2016, some plans administered by Alberta Blue Cross will be updated to reflect eligibility for two bitewing images. To confirm eligibility for your patients, please be sure to submit a pre-determination via CDAnet.

CDAnet 4.1

CDAnet 4.1 provides your office with the ability to submit secondary COB electronically to Alberta Blue Cross and the ability to submit digital images through CDAnet for faster processing of pre-determinations and claims.

Please contact your software vendor to find out when they will be ready to upgrade your office to CDAnet 4.1

Diagnostic images are not always required

Did you know that Alberta Blue Cross does not routinely require images for filing restorations, posterior crowns (teeth five to eight), standard three-unit bridges and orthodontic treatment? By not submitting these images unnecessarily, the majority of your claims and pre-determinations can be sent electronically. This will assist in faster document turnaround and avoid extra expenses in postage.

When you have 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.



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