



Want to receive daily benefit payments?

Providers utilizing the new web site receive their direct deposit every business day!

To begin receiving daily payments, follow these three easy steps to self-register for this free web site:

1. Ensure your location is signed up for direct deposit.
2. Visit <https://www.ab.bluecross.ca/providers/provider-dental-home.php>.
3. Follow the simple-to-use self-registration form.

Did you know that your office can sign up for the web site even if you don't submit electronically?

Even if your office does not submit electronically, but does accept assignment, the provider web site offers a paperless option for viewing claim statements, predeterminations and orthodontic treatment plan evaluations. Contact Alberta Blue Cross today to find out how to get started!

Change to process for returning diagnostic images

Alberta Blue Cross continues on our journey to go green, effective January 3, 2017, we will only return diagnostic images upon request. If you require your images back, please email DPCmailbox@ab.bluecross.ca within 30 days of mailing your submission and include the reference number of the claim or predetermination, as well as the coverage number. This will affect diagnostic image submissions sent as of January 3.

If your office is using CDAnet version 4.1, diagnostic images can be submitted electronically with your predeterminations and claims.

2017 fee guides available on our web site December 23

Effective January 1, 2017, Alberta Blue Cross will update the rates of payment for dental claims of plans which reference the Alberta Blue Cross Dental Schedule (ABCDS) and plans that pay for dental services according to Alberta Blue Cross Usual and Customary (U&C) dental fees.

The ABCDS provides our members with a reasonable basis for the payment of dental claims that helps keep their dental plan rates affordable.



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2017 fee guides available on our web site December 23 (continued)

The Dental Schedule is reviewed each year to ensure that our plan remains viable and affordable.

Alberta Blue Cross U&C dental fees are based on recent claims data from actual billings of Alberta Blue Cross employer group dental plan members and provide a legitimate and objective indication of fees accepted by most dental offices across Alberta.

The ABCDS and U&C dental fees are two separate and distinct bases of payment for dental plans, which meet our customers' differing needs. Both will be available on our provider web site at www.ab.bluecross.ca/providers/provider-dental-home.php

If you are a specialist office and would like a copy of the ABCDS for specialists, please contact Alberta Blue Cross Dental Provider Services at 780-498-8889 (Edmonton and area), 403-294-4043 (Calgary and area) or 1-888-258-5465 (toll free).

Keep your software up to date

If you have received an update from your software vendor, please be sure to install the update on all computers used for claims submission. If you are unsure if you have the most recent version of your software, contact your vendor for confirmation.

If you are experiencing any issues with electronic submissions, a dedicated member of our team will work with you and your vendor to resolve any issues. Please email droethlingshoefer@ab.bluecross.ca if you require assistance.

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.

