



Bases of payment for dental claims updated for 2016

Effective Friday, January 1, 2015, Alberta Blue Cross will update the rates of payment for dental claims of plans which reference both the Alberta Blue Cross Dental Schedule and plans that pay for dental services according to Alberta Blue Cross Usual and Customary dental fees.

The Alberta Blue Cross Dental Schedule and Alberta Blue Cross Usual and Customary dental fees are two separate and distinct bases of payment for dental plan, which meet our customers' differing needs.

Alberta Blue Cross Dental Schedule

The Alberta Blue Cross Dental Schedule provides our plan members with a fair and consistent basis of payment for dental claims. Dental schedule rates are based on the results of a comprehensive annual review that ensures the dental schedule remains affordable and continues to address the needs and interests of all concerned, including dental service providers, employer groups, plan sponsors and plan members. The 2016 Alberta Blue Cross Dental Schedule remains comparable to fee guides published by dental associations in all other western provinces.



Alberta Blue Cross Usual and Customary dental fees

Alberta Blue Cross Usual and Customary dental fees are based on recent claims data from actual billings of Alberta Blue Cross employer group dental plan members. Usual and Customary dental fees are calculated by a thorough analysis of each of the 1,800 plus procedure codes charged by Alberta dental providers.

Alberta Blue Cross plans pay in excess of \$430 million annually to Alberta dental providers. This significant market share places us in the unique position of being able to accurately assess marketplace billing amounts for dental services in Alberta, enabling us to establish credible, market-appropriate bases of payment that also serve the interests of our customers.

Alberta Blue Cross Usual and Customary dental fees do not apply to your patients whose plans reference the Alberta Blue Cross Dental Schedule or another basis of payment for dental services claims.

Alberta Blue Cross group plans

Alberta Blue Cross group plans reference either the Alberta Blue Cross Dental Schedule or the Alberta Blue Cross Usual and Customary dental fees. Ultimately, the decision regarding whether or not a group plan adopts this year's updated rates of payment is at the employer's discretion and some plans may continue to pay using the 2015 rates.

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Available online

Your dental office has quick and easy access to information about your patients' dental coverage through CDAnet, and your patients can access detailed information about their dental benefits through the Alberta Blue Cross member services site at www.ab.bluecross.ca.

Both the Alberta Blue Cross Dental Schedule and the Alberta Blue Cross Usual and Customary fees will be available on our provider website at www.ab.bluecross.ca/providers/provider-dental-home.php on December 29.

If you are a specialist office and would like a copy of the Alberta Blue Cross Dental Schedule 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).



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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.