



Dental Benefact

A BULLETIN FOR DENTAL SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

Number 96 • March 2016

Faster turnaround on resubmissions

To facilitate faster processing, we are now accepting resubmissions via email or fax for the following scenarios:

- Missing/incorrect tooth code.
- Missing/incorrect tooth surface.
- Coordination of benefits where Alberta Blue Cross is secondary (please ensure the other carrier's explanation of benefits is included).
- Entry error on paper submissions.

If the resubmission you are requesting falls within these scenarios, please scan your documents with the explanation of benefits and email them to DPCmailbox@ab.bluecross.ca or fax them to 780-498-8585 attn: Dental Provider Claims.



Sign up for direct deposit (electronic funds transfer)

Enjoy the convenience of receiving your payments directly through direct deposit. Direct deposit is a free service that is faster and more secure than waiting to receive a cheque by mail. Payment is also made in one lump sum, so you save on banking fees associated with individual deposits.

To sign up for direct deposit, please complete the enclosed form, or visit our website at www.ab.bluecross.ca/pdfs/30873.pdf.

continued on next page ...

... continued from previous page

A strong brand. An even stronger global alliance.

With increasing numbers of Albertans travelling and working outside the province, Alberta Blue Cross is pleased to announce that we now hold the exclusive licence for the Blue Shield mark in Alberta.

To our customers, this means greater peace of mind when outside our province through our strengthened alliance with the global Blue Cross/Blue Shield Plan network—arguably the world’s most recognized and trusted health care brand. The licence also provides access to an international network to facilitate sharing of knowledge, insights and innovation.

Over the next five months, you’ll begin to see some changes as we start to incorporate the Blue Shield symbol in uses such as new and replacement ID cards, cheques and statements. Between now and August 2016, we will undertake a transition period where we will gradually be adding the Blue Shield symbol to the majority of our collateral materials.

Who we are and what we do isn’t changing. Alberta Blue Cross remains the same independent, not-for-profit health benefit provider that is recognized and trusted as one of Alberta’s Top 10 Most Loved Brands and one of Alberta’s Most Respected Organizations. Collectively the Blue Cross Plans across Canada deliver coverage to more Canadians than any other benefit provider—and the value and expertise that plan sponsors need.

As Alberta’s largest benefit provider, Alberta Blue Cross covers more than 1.6 million Albertans.

We appreciate your support as we continue to work together to provide excellent service to Albertans.

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.



**The Blue Cross symbol and name are registered marks of the Canadian Association of Blue Cross Plans, an association of independent Blue Cross plans. Licensed to ABC Benefits Corporation for use in operating the Alberta Blue Cross Plan. *† Blue Shield is a registered trade-mark of the Blue Cross Blue Shield Association. ABC 82052.96 2016/03

