



Dental Benefact

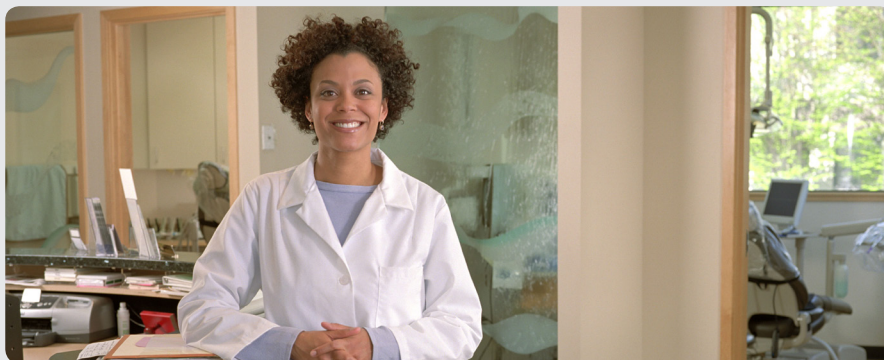
A BULLETIN FOR DENTAL SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

Number 97 • April 2016

Submitting claims to Alberta Blue Cross through CDAnet

The days of dial-up/telephone line modems are coming to a close. Submission of claims via the internet (CCD-WS) allows for **faster response times** to your pre-determinations and claims. New digital certificates have been created to provide increased security with online claim submissions through the internet. The Canadian Dental Association (CDA) has sent information regarding digital certificates in previous communications.

You are able to acquire a CDA digital ID by signing in to the CDA Practice Support Services web site. Once you have obtained this digital ID, contact your software vendor to integrate CCD-WS and internet into your office.



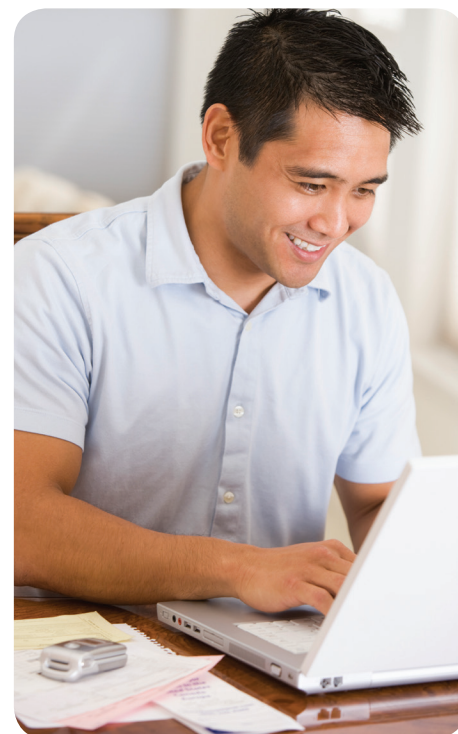
Has your office upgraded to CDAnet 4.1?

CDAnet 4.1 provides your office with the following benefits:

- The ability to **submit digital images** through CDAnet for claims and pre-determinations, and
- **Immediate coordination of benefits (COB)** whether Alberta Blue Cross is first payer or second payer. Secondary COB can be submitted to Alberta Blue Cross electronically, regardless of what version of CDAnet the primary carrier is using.

If you are still awaiting an upgrade, please contact your software vendor to find out when they will be ready to upgrade to CDAnet 4.1 in your office. Alberta Blue Cross accepts the following versions of CDAnet transactions: 2, 4.03 and 4.1.

Alberta Blue Cross' carrier code is 000090.



Unable to submit claims to Alberta Blue Cross electronically?

To facilitate faster processing for those providers unable to submit electronically via CDAnet, we are now accepting **pre-determinations** and **claims** via **email** or **fax** from our providers residing outside of Alberta.

Please scan your documents with any supporting information and email them to DentalOutofProvinceClaims@ab.bluecross.ca or fax them to 780-498-8585 attn: Dental Out-of-Province Claims.

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Faster turnaround and payment for our out-of-province providers

In addition to this, Alberta Blue Cross is pleased to announce **daily payment runs** for all dental providers practicing outside of Alberta. Currently payment is issued on a weekly basis. This change will be in effect April 18, 2016.

Sign up for direct deposit (electronic funds transfer)

Enjoy the convenience of receiving your payments 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 form available on our web site at www.ab.bluecross.ca/pdfs/30873.pdf.

Alberta Blue Cross would like to thank you for your co-operation in this matter and appreciates your assistance in providing more efficient service for our mutual customers.

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.

