



Dental Benefact

A BULLETIN FOR DENTAL SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

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Reducing our environmental footprint

Alberta Blue Cross will be taking the next step in our phased-in approach to going paperless.

Effective Monday, June 20, Alberta Blue Cross will no longer mail out paper explanation of benefits (EOBs) for **claims** received and processed electronically. Initially, this will apply only to providers that receive direct deposit (EFT). This change will not apply to pre-determinations or treatment plans.

We will continue to send you paper acknowledgments of your electronic fund transfers with a summary of patients included in that pay period. If a detailed EOB is required, you will need to retain the electronic EOB produced via CDAnet, DACnet and CDHAnet. This will be the only detailed breakdown provided.

What does this mean for you?

If you are submitting an electronic claim and have signed up for direct deposit, you will need to retain your electronic response in the following scenarios as no additional response will be sent by Alberta Blue Cross:

- Alberta Blue Cross is the primary carrier and the claim has been paid in full with no outstanding balance remaining; or
- Alberta Blue Cross is the secondary carrier.

For now, you will continue to receive a paper EOB in the following scenarios:

- Alberta Blue Cross is the primary carrier and the claim rejects;
- Alberta Blue Cross is the primary carrier but only pays a portion of claim; or
- If the claim is submitted manually.

If the claim is being submitted with payment directed to the member, we will still issue an explanation of benefits statement to them.



Potential disruption of postal services

A recent article by the CBC warns of a possible contract dispute between Canada Post and the Canadian Union of Postal Workers (CUPW). The article can be read at <http://www.cbc.ca/news/politics/canada-post-warns-key-customers-of-looming-contract-dispute-1.3601906>

In an effort to be proactive with a possible service disruption in July of this year, please consider signing up for direct deposit.

Forms can be found on our web site at www.ab.bluecross.ca/pdfs/30873.pdf

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.

