

the dental Benefact



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A BULLETIN FOR DENTAL SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

Alberta Blue Cross to administer dental benefits for Strathcona County

We are pleased to announce that effective April 1, 2012, Alberta Blue Cross will administer all dental benefits for the employees of Strathcona County.

New identification cards

Participants in the Strathcona County dental plan will be provided with Alberta Blue Cross ID cards. Claims may be submitted electronically to Alberta Blue Cross via CDAnet, carrier code 000090.

Claims for dental services

Any claims for dental services incurred prior to April 1, 2012 should be submitted to the patient's current benefit carrier. Any claims for service dates on or after April 1, 2012 can be submitted to Alberta Blue Cross.

Predeterminations and coverage inquiries

For extensive/major dentistry or orthodontic treatments in progress, please send Alberta Blue Cross a copy of the approved predetermination with the first claim you submit for this treatment. Treatment plans approved prior to April 1, 2012 will continue to be honoured if they are within the validation period (120 days). All existing dollar maximums will continue to apply.

As of April 1, 2012, we encourage the use of CDAnet for predeterminations. If radiographs are required for predeterminations, a paper treatment plan must be submitted to Alberta Blue Cross.

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.



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