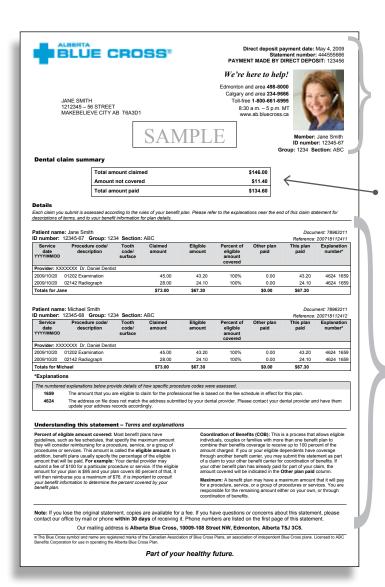
# Understanding your dental claim statement

Your Alberta Blue Cross dental statement provides an at-a-glance summary as well as details explaining how your claim or treatment plan was processed.



### **Contact and reference information**

- Statement/payment date and numbers.
- Clear notification of payment by direct deposit or cheque.
- Contact phone numbers, business hours and web site.
- Member name, group, section and ID number.

#### **Dental claim summary**

- Total amount claimed on this plan member's coverage.
- Total amount paid for entire statement.

#### **Statement details**

An explanation of the column headings

- Procedure code/description refers to assessed procedure and may differ from what was submitted.
- Claimed amount and Eligible amount include professional and lab amounts.
- Other plan paid refers to amount paid by any other known coverage, such as the member's spouse's plan.
  If 100 per cent of the service was covered by the other plan, it would not be listed on this statement.
- Explanation number refers to specific explanations listed below the **Details** section.
- The Understanding this statement section provides additional helpful information.

## Additional notes

If Jane Smith is a Member under two plans, they would both be shown on this statement. However, if she was also covered under her husband's plan, a separate statement for her claim would be issued to him.

**Treatment evaluation statements** have a cover memo explaining how the assessment was done and the factors affecting what your plan will cover.



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