

Predeterminations

Did you know you can send predeterminations electronically to Alberta Blue Cross?

All predeterminations can be submitted electronically to Alberta Blue Cross for assessment using CDAnet, DACnet and CDHAnet. Submitting electronic predeterminations will reduce turnaround times and postage costs for your office.

When does Alberta Blue Cross require diagnostic Images?

In cases where diagnostic images are required, an electronic notification will be sent asking you to submit them.

Diagnostic images are routinely required for the following dental services:

- Anterior crowns and veneers—anterior teeth are considered to be from the first incisor up to and including the first bicuspid in each quadrant (teeth one to four).
- Inlays and onlays—all teeth.
- Implants—all teeth.
- Double pontics and retainers (where the procedure is being performed on consecutive teeth)

Following these guidelines for diagnostic image submissions will ensure expedited service for your office and your patients.

If your software vendor has introduced CDAnet version 4.1 you can submit the diagnostic images electronically. The following vendors have made the upgrade to version 4.1:

- Adstra
- Cleardent
- Gold Dental Management
- Maxim

Alberta Blue Cross now accepts iTRANS submissions through Instream

If your office has not been able to submit electronically to Alberta Blue Cross, this method is now available to you.

We are here to help with electronic submissions

If your office experiences any difficulties with electronic submissions, we now have a dedicated resource that will work with you and your software vendor to resolve any issues. This service is free to all dental providers.

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Please contact David Roethlingshoefer by email at droethlingshoefer@ab.bluecross.ca or call 780-498-8214, if you require assistance.

Security upgrade

Starting in April 2018, if the message below displays, you may need to update your browser version to continue accessing the Alberta Blue Cross Dental Provider website.

To protect the security of your personal information, your Internet browser may need to be upgraded to access this website. Please ensure you are using the most recent version of Internet Explorer, Chrome, Firefox or Safari.

As security is a top priority for Alberta Blue Cross, we will be following the industry standard being put in place on June 30, 2018. This means that Alberta Blue Cross will require Transport Layer Security (TLS) 1.2 or higher to access Alberta Blue Cross applications.

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.



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