

## Alberta Blue Cross will be administering dental benefits for Western Sales

Effective February 1, 2019 Alberta Blue Cross will be administering dental benefits for Western Sales, Group number 11419 and 70118.

Claims and predeterminations can be sent electronically to Alberta Blue Cross using carrier code 000090.

The following types of transaction are supported by Alberta Blue Cross:

- Claims and predeterminations transactions
- Coordination of Benefits
- Request for outstanding transaction
- Reversal of Transactions

Sending your claim or predetermination to Alberta Blue Cross will give your office real time adjudication and an immediate response to your benefits inquiry for your patient. This eliminates the need to utilize the mail and possibly weeks before receiving a response.

### Please note the following change to adult recall exam frequency

Adult recall frequency has changed to once every 12 months.

### Alberta Blue Cross accepts diagnostic images using CDA SECURE SEND

If we require diagnostic records (this will include images and reports) this will be indicated on the electronic response or the explanation of benefits statement. Send these records to [ABCdentalimages@ab.bluecross.ca](mailto:ABCdentalimages@ab.bluecross.ca). When sending, please indicate the patient's full name and coverage number in the subject line. You will not be required to resubmit the claim or predetermination to Alberta Blue Cross. Alberta Blue Cross allows this process for both paper and electronic submissions of claims and predeterminations. To receive more information about CDA SECURE SEND please visit their website at [www.cda-adc.ca/en/services/secure-send/](http://www.cda-adc.ca/en/services/secure-send/) or call the Practice Support Services helpdesk at 1-866-788-1212 to get started.

### 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. Please contact David Roethlingshoefer by email at [droethlingshoefer@ab.bluecross.ca](mailto:droethlingshoefer@ab.bluecross.ca) or call 780-498-8214, if you require assistance.

### 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.

