

Alberta Blue Cross to administer dental benefits for 93868 Manitoba Hutterian Brethren Colonies

We are pleased to announce that effective September 1, 2020, Alberta Blue Cross will administer all dental benefits for the plan members of 93868 Manitoba Hutterian Brethren Colonies.

New ID cards

Participants in the dental plan will be provided with Alberta Blue Cross ID cards. The members' ID numbers and group numbers will remain the same. Claims may be submitted electronically to Alberta Blue Cross via CDAnet, using carrier code 000090. When entering your patient information onto your system for electronic claims and predetermination submissions, ensure your patient information from the ID card is entered as it appears on the card.



Tips for online claim entry and successful claims adjudication

- **CDAnet carrier code:** 000090 (Alberta Blue Cross).
- **ID number:** (example 123456-01) enter the ID number minus the individual tag number for electronic dental claim submission. For example, 123456 ONLY.
- **Cardholder (member/subscriber) last name:** the cardholder's last name must be indicated on all claim transmissions along with the patient first and last name. Once again, ensure that your information is entered exactly as it is shown on the card.

Following these tips will ensure your electronic claims and predeterminations will be processed quickly and without delay.

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Predeterminations and coverage inquiries

For extensive and major dentistry 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 September 1, 2020, will continue to be honoured if they are within the validation period (120 days). All existing dollar maximums will continue to apply.

Difficulty submitting an electronic claim or predetermination to Alberta Blue Cross

If you have difficulty submitting an electronic claim or predetermination to Alberta Blue Cross, first ensure that the claim or predetermination is being directed to Alberta Blue Cross using carrier code 000090. If this is correct, then you will need to contact your software vendor to update your iTRANS communication software. Your software vendor will need to check if the following items are updated. When contacting your software vendor please have these instructions available.

- iCA Versions 3.0 - 3.0.9.0 must be updated to send to Alberta Blue Cross.
- iCA Versions 2.3.14.0 - 2.4.3.1 & 3.0.10.0 and later can send to Alberta Blue Cross. No action is required.
- Drop the Alberta Blue Cross input files in the iCADirectory path defined in the ini file.
- Make sure the following lines in the iCA.ini are set as follows:
 - o UseAsync=No
 - o UseCCDWS=No

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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