

Alberta Blue Cross will no longer be returning original diagnostic and radiograph images, starting February 1, 2021

Alberta Blue Cross will no longer be mailing back diagnostic and radiograph images to dental providers after they have been submitted with a claim or a predetermination, starting February 1, 2021. We will be making this change to encourage dental providers to submit claims electronically and to reduce costs. If you submitted an image prior to February 1, 2021, and a request was made for a return, it will be returned. Please allow for extended return times.

When to send diagnostic images

Remember that Alberta Blue Cross only requires diagnostic images for the following:

- 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/or retainers (where the procedure is being performed on consecutive teeth); and
- bone grafts—all teeth.

Following these guidelines will allow for the majority of your claims and predeterminations to be sent electronically. This will assist in faster document turnaround and avoid extra expenses in postage and administrative costs. **If you are required to send a physical diagnostic image, please send a duplicate, not the original.**

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Send diagnostic images electronically via CDANet Secure Send and BrightSquid

Dental offices can securely submit diagnostic records to Alberta Blue Cross using CDA SECURE SEND. If we require diagnostic records, this will be indicated on the electronic response or the explanation of benefits. To send your diagnostic records in CDA SECURE SEND,

- click **New recipient** then add this Alberta Blue Cross email: **ABCdentalimages@ab.bluecross.ca**,
- ensure the email address is entered correctly, and
- when sending your diagnostic records, please indicate the patient's full name and coverage number in the subject line.

Remember that it is not necessary to use the CDA SECURE SEND password function and you will not be required to resubmit the claim or predetermination to Alberta Blue Cross during this step.

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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