

## Important information regarding the Alberta Retired Teachers' Association (ARTA), group 19930

The Alberta Retired Teachers' Association (ARTA) has provided direction that the administration for the ARTA policy will be transitioning from Alberta Blue Cross to Green Shield Canada as of January 1, 2021. As part of the transition, Alberta Blue Cross will continue to process all paper and electronic ARTA claims and predeterminations until Thursday, December 31, 2020.

- Based on ARTA direction, any claims and predeterminations submitted to Alberta Blue Cross after December 31, regardless of service date, will be rejected and will need to be resubmitted to Green Shield Canada.
- As of January 1, 2021, please direct all ARTA related inquiries to Green Shield Canada at 1-844-553-2522. Please note that Alberta Blue Cross has provided ARTA with patient claiming information in order to support inquiries.
- Your office will be required to resubmit all outstanding services and predeterminations to Green Shield Canada as these will not be forwarded.

Alberta Blue Cross is committed to working with and supporting dental providers through the transition period. We will continue to answer any inquiries you or your patients might have regarding ARTA until December 31. As of January 1, based on ARTA direction, all inquiries must be directed to Green Shield Canada.

Thank you for your cooperation as we facilitate this transition on behalf of the Alberta Retired Teachers' Association.

### 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.

