

Important notice for all dental hygienists

Electronic claiming and predeterminations

To serve you better we've put together some important information about our online services, submitting claims and contact information.

Almost all claims and predeterminations can be submitted electronically using CDHANet. This not only improves turnaround times, it also reduces postage costs for your office.

To submit dental hygiene claims electronically, please contact your software vendor today. To submit claims electronically via the Internet and Alberta Blue Cross's dental web services, your software vendor must be certified with Alberta Blue Cross.

Your office may use electronic claims submissions for all regular claim transactions including pre-determinations and coordination of benefits for patients whose Alberta Blue Cross plan is the first payer and for patients with more than one Alberta Blue Cross plan. Both assigned and non-assigned claims can be submitted through CDHANet.

All claims submitted to Alberta Blue Cross must be submitted using the CDHA national dental hygiene service codes.

If you are not yet registered for CDHANet, please contact your software vendor and email the Canadian Dental Hygienists Association at membership@cdha.ca.

If you have any questions, please contact the Alberta Blue Cross Dental Provider Contact Centre in Edmonton at 780-498-8977, Calgary at 403-294-4042 or toll free at 1-800-567-8104.

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.

