

## Submitting dental-related medical travel claims to Alberta Blue Cross

*Alberta Blue Cross administers prior approvals and processes dental-related medical travel expense claims for clients under the Extended Health Benefits and Métis Health Benefits programs sponsored by the Government of the Northwest Territories.*

### Eligibility

All dental-related medical travel must be approved by Alberta Blue Cross prior to treatment. Post treatment approval will only be considered in emergency situations with a valid reason.

### Medical transportation for general dentistry

- All dental-related travel to see a dentist or a dental specialist outside of the client's community must be approved by Alberta Blue Cross prior to treatment.
- A dental predetermination must be submitted before a travel request can be considered. The purpose of the review is to assess if the treatment falls within the scope of the Extended Health Benefits or Métis Health Benefit's dental coverage. If the treatment is eligible under the program and cannot wait until the dentist or specialist is in the community, travel may be considered.
- The dental provider submitting the request must be located in the Northwest Territories.
- The dental provider must include the following information for the prior approval to be considered:
  - reason for travel,
  - clinical diagnosis,
  - appointment time and date, and
  - travel destination.
- If the treatment requested falls within the scope of the program's dental coverage and travel is approved, travel must be to the nearest appropriate facility from the client's home community.

### Medical transportation for dental emergencies

- Transportation for dental emergency treatment outside of the client's community may be approved under the following situations:
  - acute cellulitis involving swelling of the whole face;
  - uncontrolled bleeding from an extraction site that does not respond to normal therapy;
  - dental-related infection not responding to normal antibiotic therapy;
  - tooth fracture where nerve or pulp tissue is exposed; and
  - pain of dental origin where a medical history indicates that any dental treatment provided in a conventional dental setting would place the patient at risk.

**Please note that transportation to access medical services for a fractured or broken jaw is considered an insured service. Therefore, Extended Health Benefits and Métis Health Benefits will only play the transportation co-payment.**
- Post approvals may be considered if one or more of the conditions listed above are met.
- Medical travel may be approved (on an exception basis) to the nearest appropriate facility from the client's place of residence.
- Accommodations and meals are limited to two days.

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### Orthodontic referral-related travel (Métis Health Benefit Program only)

- All orthodontic-related travel outside of the client's community must be prior approved by Alberta Blue Cross.
- To review this travel request, the dentist must send a completed orthodontic treatment plan with a description of the services and the length of the treatment.
- If the orthodontic treatment requested falls within the scope of the Extended Health Benefits and Metis Health Benefits dental program and travel is approved, the travel must be to the nearest appropriate facility from the client's home community.

### Claiming process

Providers are required to complete an Alberta Blue Cross Dental-related medical travel prior approval form. The approval form can be mailed to Alberta Blue Cross at the address below or faxed to 780-498-3546 (Edmonton and area) or 1-855-498-3546 (toll free). An approval number will be issued when the request is approved. When claiming please mail the original invoices along with the following information, which is required for the claim to be considered:

- approval number,
- Northwest Territories (NWT) health care plan number,
- patient name,
- date of service,
- benefit code,
- benefit description,
- quantity, and
- claimed amount.

Alberta Blue Cross will notify the provider who made the request for approval. The provider will then complete the "Approval Request for Medical Travel Outside of the NWT" or "Approval Request for Medical Travel within the NWT". The provider must attach the Alberta Blue Cross approval and fax it to 867-920-2172 (Medical Travel, Stanton Territorial Health Authority). Medical Travel will then review the form and if approved, fax the approval back to the requesting provider. The requesting provider will then notify the client and let them know whether the travel has been approved and to contact Medical Travel (867-669-4115) in Yellowknife or the Medical Travel office in the client's region to set up the travel arrangements.

**Alberta Blue Cross will reference the Non-Insured Health Benefit (NIHB) rules and guidelines when assessing prior approval requests and claims.**

### Forms

A copy of the Alberta Blue Cross Dental-related medical travel prior approval form is attached. This form is available in the dental provider section of the Alberta Blue Cross website at [www.ab.bluecross.ca/providers/provider-dental-home.html](http://www.ab.bluecross.ca/providers/provider-dental-home.html).

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.

