

Find a dentist tool addition to our member site and app

Alberta Blue Cross is pleased to share that we will be introducing a new dental provider look-up tool—Find a dentist—for our plan members this week.

Find a dentist is intended to support plan members in being better-informed dental consumers by indicating if a dental provider charges above, at or below the provincial fee guide.

Such tools are becoming more widespread in the benefits industry to support plan members in finding dental providers and check rates—the most notable of which is SunLife’s Lumino platform. However, there are several important differences between our tool and the Sun Life platform, including that our tool is within our secure website and therefore only available to our plan members as opposed to Lumino, which is publicly accessible, does not allow for provider reviews or ratings and does not provide for preferential listings or advertising.

Find a dentist is being provided as a service to plan members in response to customer requests, including from many of our employer group plan customers, for such information. As the cost of dental services continues to increase, plan sponsors continue to be challenged regarding

the viability of dental benefit plans. Providing information to plan members to help them become more informed supports the viability of dental plans, which continues to keep regular dental care within reach for many Albertans.

The tool is based on the most common services that meet the claiming minimum threshold submitted to us, which allows us to provide an accurate categorization for each applicable provider. Fee categorizations displayed on the tool are based on claims information from our last data period and will be automatically refreshed at regular intervals.

While this tool helps plan members to be more informed, plan members are encouraged to ask for a predetermination to be sent to Alberta Blue Cross prior to having any dental services performed, so they are aware of the amount they will pay out of pocket. We continue to remind plan members that out-of-pocket expenses are also dependent on plan design and members are ultimately responsible for choosing a dental provider based on care and not solely on fees charged for services.

We appreciate our working relationship with Alberta dental providers in the shared interest of supporting the oral health of Albertans.

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.

