

Changes to the administration of the Dental Assistance for Seniors Program and low-income health benefit program dental benefits

On June 3, 2024, the administration of the Dental Assistance for Seniors Program and low-income health benefit program dental benefits will transition from the Alberta Dental Services Corporation to Alberta Blue Cross®.

Low-income health benefit programs include individuals enrolled in Assured Income for the Severely Handicapped, Alberta Adult Health Benefit, Alberta Child Health Benefit, Income Supports, Children's Services, Child and Youth Support, as well as the Family Supports for Children with Disabilities program.

- Until this date, all inquiries about coverage, claims, exception requests and payment should continue to be directed to the Alberta Dental Services Corporation at 1-800-232-1997.
- Any questions related to the transition of claims administration can be directed to Alberta Blue Cross.
- As of June 3, please direct all Dental Assistance for Seniors Program and low-income health benefit programs inquiries to Alberta Blue Cross.

This change does not impact coverage or eligibility; it only affects who will be administering the programs on behalf of the Government of Alberta.

Alberta Blue Cross is committed to working with dental providers and will be providing additional information and resources to support you through this transition. Additional benefacts with further details will be sent closer to the transition date. Thank you for your cooperation as we facilitate this transition on behalf of the Government of Alberta.

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.

