

## ***Changes to the administration of the Dental Assistance for Seniors Program (DASP) and Low Income Health Benefit (LIHB) program dental benefits***

On June 3, 2024, the administration of the DASP and LIHB program dental benefits will transition from the Alberta Dental Services Corporation (ADSC) to Alberta Blue Cross®.

LIHB 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 (FSCD) program and the Supports for Permanency program.

- Until June 3, 2024, all inquiries about coverage, claims, exception requests and payment should continue to be directed to the ADSC 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 DASP and LIHB program inquires to Alberta Blue Cross.

This change does not impact eligibility; however, there will be upcoming changes to coverage, including the exceptions submission process as noted below.

### **\*IMPORTANT\* coverage changes**

Effective June 3, 2024, the Government of Alberta is implementing changes to scaling and general anesthesia procedures for the DASP and LIHB programs (excluding the FSCD program):

<b>DASP</b>	<b>Up until June 2, 2024</b>	<b>As of June 3, 2024</b>
Scaling	Six-time units of scaling in any 12-month period.	Eight-time units of scaling in any 12-month period. No exceptions allowed.
General anesthesia	Only allowed a) in conjunction with four or more extractions during the same appointment, or b) if medically necessary and the reason is submitted in writing for approval to ADSC review committee.	Twelve units every 6 months. No exceptions will be allowed.

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LIHB program	Up until June 2, 2024	As of June 3, 2024
Scaling	Four units of periodontal scaling performed by a generalist or eight units of periodontal scaling performed by a specialist.	Eight units of scaling, regardless of dental provider type. No exceptions allowed.
General anesthesia	All general anesthetic requires review committee approval with a medical history provided.	Twelve units every 6 months. No exceptions will be allowed.

These changes were developed in consultation with the Alberta Dental Association.

## Exceptions and voucher process

A new exceptions and voucher review process to receive and adjudicate exception requests for the DASP and LIHB program will be implemented by Alberta Blue Cross on June 3, 2024. All dental providers will be required to use the Alberta Blue Cross dental provider website to submit exception requests and vouchers. Please ensure you have signed up for access to the provider site before this date and that your information with Alberta Blue Cross is up to date. Please visit [ab.bluecross.ca/provider/type/dental/dental-home.php](https://ab.bluecross.ca/provider/type/dental/dental-home.php) for more information.

**\*IMPORTANT\*** Any exceptions for scaling and general anesthesia approved by ADSC prior to June 3, 2024, will expire on June 2, 2024. All other exceptions approved by ADSC prior to June 3, 2024, will be eligible for 12 months from the approval date.

ADSC will adjudicate all exception requests received up until May 13, 2024. Between May 13 and June 2, 2024, there will be a black-out period and no exception requests will be accepted by the ADSC or Alberta Blue Cross.

Given the changes to scaling and general anesthesia coverage, we would like to encourage dental providers to not send exception requests to ADSC for these services prior to the transition date, unless the service will be provided before June 3, 2024.

Alberta Blue Cross is committed to working with dental providers and will be providing additional information and resources over the coming weeks to support you through this transition, including the following:

- further details regarding the exception review process, and
- other details and answers to frequently asked questions.

In addition, Alberta Health and Alberta Blue Cross will be hosting a virtual information session on May 22, 2024. This session will provide an overview of the transition and will provide a chance for dental providers to ask any questions. A dental benefact with a link to the session recording and the answers to commonly asked questions will be issued after the session.

## Meeting information

Meeting name: Transition of the Government of Alberta's dental programs to Alberta Blue Cross

Date: May 22, 2024

Time: 11 a.m. to noon (Mountain time)

Location: Microsoft Teams

Meeting ID: 215 792 765 664

Passcode: Ve3sfN

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## Online access steps:

1. Click the Microsoft Teams link ([microsoft.com/en-ca/microsoft-teams/join-a-meeting](https://microsoft.com/en-ca/microsoft-teams/join-a-meeting)) using your web browser or Teams app.
2. Type your name.
3. Choose your audio and video settings.
4. Select Join Now.

## Call-in access steps:

1. Dial-in by phone (toll free): (888) 261-9242
2. Enter phone conference ID: 676 081 957#

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## Claim submission transition dates

To avoid delays, it is highly recommended that claims with a date of service prior to June 3 are submitted to ADSC before June 3. All dental claims for the DASP and LIHB program must be submitted to Alberta Blue Cross after June 3, regardless of the date of service. Carrier ID must be changed from ADCS 000105 to ABC 000090.

If your office is not already receiving payments by direct deposit please complete the direct deposit application form located at [ab.bluecross.ca/pdfs/30873.pdf](https://ab.bluecross.ca/pdfs/30873.pdf) to ensure you are able to receive timely payments.

Once your direct deposit application has been processed you will receive an email confirming your banking information has been updated. The email will also include a link to the registration page and the steps required to register for the dental provider website. The dental provider website gives you access to claim payment reports, predetermination and orthodontic treatment plan evaluation reports, individual patient statement reports, claiming tips and resource updates. Payment via direct deposit and registration for the dental provider website are a requirement. If you are already signed up for direct deposit with Alberta Blue Cross and your office is already registered for the dental provider website, no further action is required.

Alberta Blue Cross is committed to working with dental providers to support you through this transition. We will be providing additional information and resources in upcoming benefacts and the information session on May 22.

Thank you for your cooperation as we facilitate this transition on behalf of the Government of Alberta.

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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.

