

Administration of the Government of Alberta’s Dental Assistance for Seniors Program (DASP) and Low Income Health Benefit (LIHB) program dental benefits: transition update and frequently asked questions and answers

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

Thank you for your patience as we have been experiencing higher than anticipated call volumes related to this transition and we are aware that some dental providers have been unable to get through to our provider relations contact centre. Please refer to our frequently asked questions with answers, which are **available on our website** and updated regularly. Exceptions approved by ADSC have been loaded and final claim history from ADSC should be loaded by June 13, 2024.

All exceptions for DASP and LIHB dental program should be submitted through the dental provider website. Do not submit exceptions using any other method as they will not be reviewed.

Group numbers for LIHB programs

Below are the group and section numbers for the LIHB programs, as well as information regarding ID numbers.

Program name	Group	Section	ID number length
Alberta Adult Health Benefit	23609	000	9-digits (PHN)
Alberta Child Health Benefit	20400	000	9-digits (PHN)
Assured Income for the Severely Handicapped (AISH)	19823	X	7-digits with X in front
Child and Youth Support (CYS)	20403	000	9-digits (PHN)
Children’s Services	19824	000	8-digits
Family Supports for Children with Disabilities (FSCD)	23800	A	5-digits
Income Support	19823	000	7-digits
Supports for Permanency	23726	A	8-digits

Clients with benefits through Alberta Adult Health Benefit, Alberta Child Health Benefit and CYS receive ID cards directly from Alberta Blue Cross when they are enrolled. These cards indicate the group number and section, as well as the individuals who are eligible. The ID number of these members is their personal health number (9-digit number). The Alberta Adult Health Benefit can have under-age children enrolled if their household is eligible.

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Clients with benefits through AISH or Income Support receive a health benefits card from the Government of Alberta that indicates which benefits they have coverage for. Their health benefits card information is also at the bottom of the direct deposit statement that they receive from the Government of Alberta. The 7-digit ID number is labelled "Recipient's Card No" and AISH clients will have an X before their ID number (that should not be used when submitting claims).

Clients with benefits through Children's Services, Family Supports for Children with Disabilities or Supports for Permanency receive an ID card directly from the Government of Alberta upon enrollment.

Under-age dependents enrolled in the Alberta Adult Health Benefit and Income Support programs

We are aware of an issue that was affecting under-age dependents enrolled in the Alberta Adult Health Benefit and Income Support programs. This issue has been resolved as of June 10, 2024. Please resubmit the service for reassessment if you received the following error message: *4434 - This product is not eligible under your plan* and the claim or predetermination was for

- a client or dependent under the age of 18 enrolled in Income Support or the Alberta Adult Health Benefit, and
- a service that is an eligible benefit under **Fee Schedule E**.

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.

