

Dental provider payment schedule change

Alberta Blue Cross® administers all government-sponsored dental programs, including the Dental Assistance for Seniors Program (DASP) and the Low-Income Health Benefit (LIHB) programs, on behalf of the Government of Alberta. Payment frequency to dental providers currently varies between monthly, weekly and daily for all eligible claims submitted to Alberta Blue Cross for these programs.

Effective September 17, 2024, all dental providers will be paid weekly, every Tuesday, for all eligible claims submitted to Alberta Blue Cross for government-sponsored programs. If the government-sponsored dental program is also coordinating with one of our Alberta Blue Cross group or personal product plans, this coordination of benefit payment will also be weekly. For group and personal plans that do not require coordination with a government-sponsored dental program, payment frequency will **not** be impacted.

Please note that dental providers will not need to do anything to prepare for this change. There will be no impact to payment information.

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.

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