

Updates regarding government-sponsored dental programs

Changes to general anesthesia and facility fees for government-sponsored dental programs

On **September 1, 2024**, the Government of Alberta implemented new frequency limitations on general anesthesia and facility fees for the Dental Assistance for Seniors Program (DASP) and the Low Income Health Benefit (LIHB) programs (excluding the Family Support for Children with Disabilities program):

	Up until August 31, 2024	As of September 1, 2024
General anesthesia & facility fees	Twelve units combined every 6 months. No exceptions allowed.	Up to twelve units of general anesthesia AND up to 12 units of facility fees. No exceptions will be allowed.

This change was developed based on feedback from dental providers and will apply to all claims with a date of service on or after **September 1, 2024**.

Update regarding bonded amalgam codes for DASP

In mid-August, bonded amalgam codes were added as a benefit under DASP with the same payment eligibility as non-bonded amalgam. If a service was provided to a DASP member before this date and the claim initially rejected due to not being a benefit, these claims may be resubmitted through CDAnet for assessment. These claims will adjudicate against **current** dollar maximums and eligibility requirements. Please resubmit claims for payment that have been denied previously.

Update on exceptions review for government-sponsored dental programs

We continue to work through exceptions received for government-sponsored dental programs. To assist us in managing this, we would like to remind providers to ensure they are including all mandatory documentation (please see [Dental Benefact 132](#) for more information).

We also request that providers do not re-submit exceptions that were successfully submitted using the Alberta Blue Cross dental website. If you received a submission reference number, your exception request was submitted successfully. Once the exception request has been reviewed by Alberta Blue Cross, you will receive an Explanation of Benefits (EOB) statement through the provider website.

If you have questions regarding an exception that was previously submitted, but has not yet been assessed, please contact our Provider Relations Contact Centre.

continued next page

continued from previous page

Tips for using the Alberta Blue Cross dental provider website

Below are some helpful tips and information for using the Alberta Blue Cross dental provider website.

1. Please ensure you are using the most current version of your web browser (e.g. Google Chrome, Microsoft Edge, Firefox).
2. If you are using a bookmark to access the provider website, please ensure your bookmark is to the login page <https://provider.ab.bluecross.ca/health?providerType=DENTAL>. Please do not use bookmarks for pages that require a login to access.
3. If you are experiencing a high number of errors, and you have followed the steps above, you may need to clear the cache and/or cookies for your browser.

If you have followed the steps above, and you are still experiencing frequent issues with accessing our dental provider site, please reach out to our Provider Relations Contact Center.

As we continue to receive a high number of calls, we encourage you to visit our provider public site for additional resources, including answers to frequently asked questions, fee schedules and tips to support seamless submissions on behalf of your patients.

[Dental Providers | Alberta Blue Cross®](#)

QUESTIONS?

Please visit ab.bluecross.ca/provider/type/dental/dental-home.php for more information, including frequently asked questions.

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.

