

Introducing enhanced online features for providers to confirm plan member’s dental coverage

Alberta Blue Cross® is pleased to announce that effective **October 23, 2024**, all dental providers registered for the [dental provider website](#) will have online access to look up basic member coverage eligibility information for active Alberta Blue Cross members. This enhancement is based on provider feedback and supports you as you deliver services to our members across the province. It provides information for plan members covered by employer-sponsored group plans, individual plans and those with coverage under the government-sponsored dental programs.

How to use the Member Coverage Eligibility tool

To use the Member Coverage Eligibility tool, enter the member’s information as found on their ID card or, where applicable, the Assured Income for the Severely Handicapped or Income Support member letter:

- ID number,
- Group number,
- Last name,
- Date of birth—the format must be YYYY-MM-DD,

then click **Search**.

The screenshot shows the 'Member Coverage Eligibility' tool interface. At the top left is the Alberta Blue Cross logo. To the right of the logo is the text 'Dental providers'. Further right are links for 'Contact us', 'Help', and 'Sign out'. Below this is a navigation bar with tabs: 'Overview', 'Reports', 'DASP/LIHB Upload', 'Member Coverage Eligibility' (which is highlighted in orange), 'Resources', and 'Your profile'. The main heading is 'Member Coverage Eligibility'. Underneath is the section 'Patient information'. There are four input fields: 'ID number', 'Group number', 'Last name', and 'Date of birth (YYYY-MM-DD)'. To the right of the 'Group number' field is a question mark icon and the text 'LIHB and DASP group information'. To the right of the 'Date of birth' field is a calendar icon. At the bottom center is a blue 'Search' button.

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This new online coverage eligibility look-up tool allows providers to view the following:

- **Coverage information**— shows the plan member’s coverage information and co-insurance percentages for available dental services under their plan such as basic, extensive and orthodontic benefits.

- **Common services**— shows some of the basic services available to the plan member, including the frequency limitations, the last date of service and the next eligible date.

ALBERTA BLUE CROSS® Dental providers | [Contact us](#) | [Help](#) | [Sign out](#)

Overview | Reports | DASP/LIHB Upload | **Member Coverage Eligibility** | Resources | Your profile

Member Coverage Eligibility

Patient information

Name	Doe, Jamie
ID number	123456-78
Group number	
Date of birth	2000-01-01

Coverage

Member plan status: Active

Coverage	Payable	Notes
Basic	80%	\$2,500 per person per benefit period (Apr 01, 2024 - Mar 31, 2025).
Extensive	50%	\$3,000 per person per benefit period (Apr 01, 2024 - Mar 31, 2025).
Orthodontic	50%	\$3,000 per person lifetime (Age restrictions may apply) All orthodontic work must be preauthorized prior to work commencing and claims being considered for payment.

Last updated October 17 2024 12:00 a.m. MT

Information is valid as of the last updated date above but does not take into account coordination of benefits or guarantee payment.

To see if patient is eligible for specific services and procedures, including frequency limitations, age restrictions, dollar maximum usage and benefit period, submit an electronic predetermination.

This plan covers the maximum percentage outlined in the fee guide. Percentages will vary by procedure.

If patient has another Alberta Blue Cross plan, perform a search with those plan details.

The information does not consider updates or claims that have taken place since the date indicated above and could include changes to the plan design. For information regarding eligibility of specific service and procedures, please submit an electronic predetermination.

Common Services

Procedure	Service last performed	Next Date Eligible	Units Available On Next Date Eligible
Recall exam(Basic)	N/A	2024-10-17	1
Bitewing X-ray(Basic)	N/A	2024-10-17	1
Polishing(Basic)	N/A	2024-10-17	1
Fluoride(Basic)	N/A	2024-10-17	1
Scaling(Basic)	N/A	2024-10-17	12

For more information about dollar maximums, submit a predetermination. This information may be void if patient becomes ineligible for coverage, their coverage is terminated or their benefits change.

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The information displayed is accurate up to the 'Last updated' date displayed on the results page and does not consider Coordination of Benefits, or any plan changes or claims completed after the displayed date. The look-up tool is not to be used to confirm eligibility for services and is NOT a guarantee of payment. For the most up-to-date information and eligibility information on specific dental services, please submit a predetermination for all treatment prior to completing services.

Information is only displayed if the member's Alberta Blue Cross plan has coverage for the benefits. For example, if a result is not returned for orthodontic coverage, the patient's plan does not have coverage for orthodontic treatment.

If your patient has coverage under multiple Alberta Blue Cross plans (Coordination of Benefits), you will need to perform a search under each one to get those plan details.

Additional information

If you are not already registered for our website, please visit <https://www.ab.bluecross.ca/provider/type/dental/dental-home.php> for information on registration.

You can also access additional resources including:

- our dental provider website user guide;
- Alberta Government-sponsored dental program fee guides and FAQs;
- recent Dental Benefacts, including a listing of Low Income Health Benefit group numbers
 - <https://www.ab.bluecross.ca/pdfs/dental-benefact-130-June-2024.pdf>

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.

