

Follow-up to Dental Benefact 137 – coverage look-up tool

As per Benefact 137, distributed on October 22, 2024, enhancements have been made to the dental provider website that allow providers to confirm a plan member's dental coverage. To clarify, **the coverage look-up tool provides general information about a member's plan at a high level and is not a guarantee of payment. The look-up tool does not replace the need to submit a predetermination. For the most up-to-date information on specific dental services, a predetermination MUST be submitted prior to providing services to ensure all eligibility factors are considered, as per Benefact 137.**

Dental Benefact 137 - October 2024

<https://www.ab.bluecross.ca/pdfs/dental-benefact-137-october-2024.pdf>

The need for a predetermination is also noted within the results of the coverage look-up tool itself in the notes under the coverage information section and is also addressed on pages 13 and 14 of the updated user guide for the dental provider website.

Dental provider website user guide updates

<https://www.ab.bluecross.ca/pdfs/83588-dental-guide.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.

