

## Important information regarding potential disruption of postal services

In response to the possibility of an impending postal strike later this month, we encourage you to be proactive and ensure you are signed up for direct deposit and the dental provider website prior to any disruption in postal services.

The dental provider application for direct deposit of funds can be found on the Alberta Blue Cross® website at [ab.bluecross.ca/pdfs/30873.pdf](https://www.ab.bluecross.ca/pdfs/30873.pdf)

### Have you registered for access to the dental provider website?

Once you are signed up for direct deposit, you can register for access to the dental provider website.

Visit <https://www.ab.bluecross.ca/pdfs/how-to-register-for-the-dental-provider-website.pdf> for information on how to register for the website.

The website will allow you to access:

- claim payment reports,
- predeterminations and orthodontic treatment plan evaluation reports,
- individual patient statement reports,
- member coverage look-up.

The provider website also allows you to submit exceptions and vouchers for Alberta Health dental plans and contains valuable information for dental providers, including Benefact newsletters, claiming tips, community news and other updates from Alberta Blue Cross.

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.

