

DENTAL BENEFACT

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A BULLETIN FOR DENTAL SERVICE PROVIDERS FROM ALBERTA BLUE CROSS®

Thank you for your patience as we stabilize the transition of the Government of Alberta dental programs to Alberta Blue Cross. We have become aware of two issues that are specifically impacting oral and maxillofacial surgeons.

Panoramic radiographs

Within the fee schedules for these programs, there is a specification that oral and maxillofacial surgeons can claim for a panoramic radiograph more frequently than the standard five-year limit if required. In these instances, we must manually manage these claims to facilitate adjudication. If you have claims for a panoramic radiograph that have been rejected for frequency, please submit an exception request to ensure the claim can be manually assessed. For further information on how to submit an exception request, please refer to Dental Benefact #132 at ab.bluecross.ca/pdfs/dental-benefact-132-august-2024.pdf

Specialist exams

For members covered by the Assured Income for the Severely Handicapped (AISH) program, an unintentional situation occurred where specialist exams were being considered within the frequency limits of a regular exam. This has now been resolved. If you have claims that have been rejected for this reason, they may be resubmitted through CDAnet for assessment.

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.

