

Important notice for all dental providers

Employer-sponsored and individual group plans: Dental restorations

At Alberta Blue Cross, we are committed to safeguarding the value and sustainability of the benefit plans and programs we are entrusted to administer. To ensure payment of eligible claims is done appropriately, we employ strategies to protect the integrity of our customers' benefit plans.

Dental restoration claims: Restorations to increase vertical dimension or to restore tooth structure loss due to attrition

An audit of some dental providers noted that claims were being submitted for dental restorations that are not eligible under our employer-sponsored and individual group plans. In these cases, the dental clinic was submitting claims for restorations to either increase vertical dimension or to restore tooth structure loss due to attrition.

It should be noted that Alberta Blue Cross will not pay for procedures, appliances or restorations to increase vertical dimension and/or restore or maintain occlusion. Such procedures and appliances include, but are not limited to, occlusal adjustment, periodontic splinting, periodontic appliances, bruxism appliances, temporomandibular joint dysfunction appliances, myofascial pain syndrome appliances, services related to temporomandibular joint dysfunctions, restoration of tooth structure loss from attrition and restoration for malalignment of the teeth, unless otherwise indicated.

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.

