

ALBERTA HEALTH DENTAL PROGRAMS:

Introducing enhanced voucher submission process

In June 2024, a new online voucher submission process was implemented for government-sponsored dental programs which required dental providers to use the Alberta Blue Cross dental provider website to submit both the voucher and claim or predetermination documentation.

Effective **November 20, 2024**, our website will be enhanced to allow for the submission of vouchers and provide you with the claiming information necessary for you to submit voucher claims and predeterminations electronically. This new functionality will assist in making the voucher claim adjudication process easier and faster.

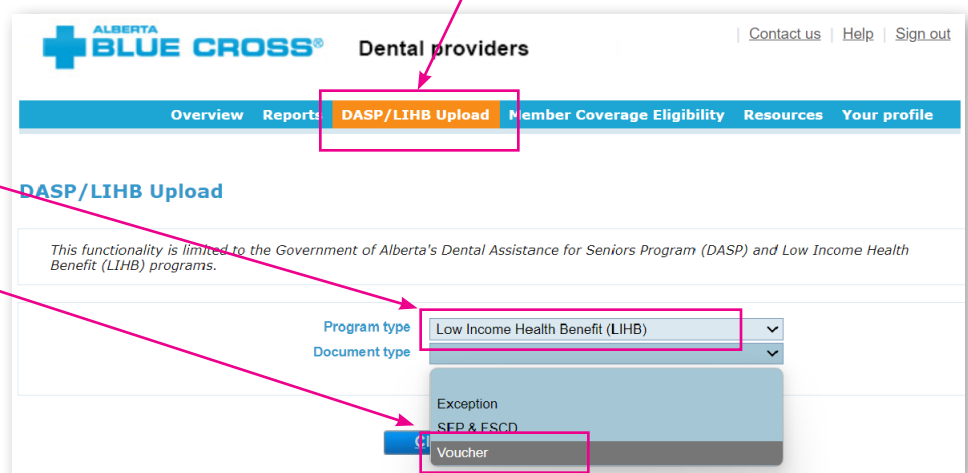
NOTE: All vouchers for government-sponsored dental programs **MUST** be submitted through the Alberta Blue Cross dental provider website. When using the new voucher submission process, please only submit the voucher document. Please do not submit claim forms or predetermination forms with the voucher.

Process to manage vouchers and related claims

- Once you are logged onto the dental provider website, click on the **DASP/LIHB Upload** tab.

- Under Program type, select **Low Income Health Benefit (LIHB)**.

- Under Document type, select **Voucher**.



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DENTAL BENEFACT

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- A *Patient information* window will appear. Fill in all the fields shown, based on the information found on the voucher. (**Note:** if the client type on the voucher is not listed on the website, please contact us.)

Patient information

Patient Last name Patient

Patient First name Joe

Date of birth (YYYY-MM-DD) 2010-01-01

Client type 42

File number 123456

Voucher issue date (YYYY-MM-DD) 2024-11-01

Clear Next

- Click **Next**.

- A *Supporting documentation* window will appear.

- Select **Choose File** to select the applicable voucher. (**Note:** the file types that can be submitted include pdf, doc, docx, jpg, jpeg, png, gif, bmp, tif and tiff.)

Supporting documentation

You have indicated that you have the following documents. Please upload them for further review.

- Voucher

File Choose File No file chosen

Comments

Upload

File	Comments
Joe Patient Voucher.pdf	Delete

Back Submit

- Click **Upload**. The successfully uploaded voucher document will appear.

- Click **Submit**.

- **A pop-up will appear, showing member information necessary for the successful submission of electronic claims (e.g. client ID, group and section). Note: DO NOT click OK until the information found in the pop-up is documented in your records. Once you click OK, the information cannot be retrieved.**

We have received your submission. Your document upload submission reference number is **500000604228**

Patient Information
Last name: Patient
First name: Joe
Date of birth: 2010-01-01
Client ID: 10633439-49
Group: 19823
Section: 000

Please save this information in your records as once you click OK, you will no longer be able to access these details. Proceed with submitting an electronic claim or predetermination to Alberta Blue Cross using the member details you have documented.

OK

- Once you have documented the necessary claiming information, click **OK**.

- Submit claims or predeterminations to Alberta Blue Cross electronically.

Please ensure the information on the voucher is accurate and complete. If the information on the submitted voucher is incomplete, related claims will reject with a notification advising that information is missing or invalid. If a replacement voucher is subsequently submitted, it will generate NEW member information to be used for related electronic claim submissions.

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.

