

## Dental Compliance Benefact

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 adjudication of eligible claims are paid appropriately, we employ strategies to protect the integrity of our customers' benefit plans.

Alberta Blue Cross's expectation is that claims are an accurate record of services performed and must be submitted in accordance with the following:

- The College of Dental Surgeons of Alberta Standards of Practice,
- Alberta Blue Cross guidelines and claiming information can be found on the Alberta Blue Cross website at [Dental Providers | Alberta Blue Cross®](#).
- [CDANet Dental Office user guide](#)
- The Denturist Association of Canada DACnet
- The Canadian Dental Hygienist Association

To ensure claims are submitted according to the above, we regularly conduct audits for additional verification. When findings are identified in an audit, there are several actions that Alberta Blue Cross can take, depending on the nature, severity, and financial significance of the findings. These actions include, but are not limited to:

- recovery of overpayments where the monies are returned directly back to the plan sponsors,
- reporting the findings to the appropriate college or association,
- our willingness to accept claims via CDANet, DACNet, CDHANet,
- delisting the provider where all claims for their products or services are ineligible for coverage, payment or reimbursement,
- pursue civil action, and
- reporting the findings to law enforcement.

In some recent audits of claims submitted by dental providers, Alberta Blue Cross determined that claims were submitted for services not provided to members. In some cases, these claims were submitted to cover the co-payment that should have been collected from the members.

These are unacceptable claiming practices and Alberta Blue Cross does not tolerate any claims submitted for services not provided.

It is Alberta Blue Cross's expectation all dental providers ensure they maintain full oversight of the claiming and billing practices of all clinic staff.

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## COMMON AREAS OF NON-COMPLIANCE AND OVERPAYMENTS

### 1. Documentation requirements

Claims require supporting documentation, which must be completed at the time of the service to support claims to Alberta Blue Cross. Providers must make all records, books of account and all other documentation that are related to claims submitted and paid for benefits to Alberta Blue Cross members available for review. Providers must maintain the following documentation for all claims, including but not limited to:

- patient charts,
- ledgers,
- laboratory invoices, and
- radiographs,
- itemized invoices,
- payment records.

In addition, providers must keep records in accordance with their applicable standards of practice:

- **Dentists (College of Dental Surgeons of Alberta):** Keep records for at least 10 years after the last service.
- **Denturists (College of Alberta Denturists):** Keep records for 10 years after the professional relationship ends.
- **Dental Hygienists (Alberta College of Dental Hygienists):** Keep records for 10 years after the last service.

The audit period is typically a two-year time period, however, in certain circumstances such as requests from law enforcement, we may go back further.

#### Common areas of non-compliance

- Products or services claimed but are not documented.
- Submitting claims for additional products or services to cover the co-payment.
- Unbundling services – where separate claims for services are submitted that should be claimed as a single service.

It is Alberta Blue Cross's expectation that providers fully document all services and reasonable attempts to collect copayment are made and documented.

### 2. Claim submission concerns

Providers must ensure they submit claims that accurately reflect the products or services provided. To ensure accuracy:

- Ensure products or services are documented and claimed at the time the service is performed.
- When there are multiple dentists working in one clinic, ensure the correct dentist who performed the service is identified in the claim.

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### How you can help

You may report concerns anonymously and confidentially, if you suspect any suspicious or inappropriate claiming activity by plan members or providers. Please report it immediately by calling 1-866-441-8477 or through Alberta Blue Cross's website at [albertabluecross.confidenceline.com](http://albertabluecross.confidenceline.com)

It may also be reported to Claims Audit and Investigation Services Alberta Blue Cross, 10009-108 Street NW Edmonton, AB T5J 3C5.

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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.

