

Submission guidelines: Selecting the right email for dental submissions

Where possible, claims must be submitted through CDAnet for quickest turnaround and payment times.

Where submission through CDAnet is not possible, you can submit via the applicable email (details below).

Your cooperation in following the guidelines below will ensure that the email option for submission of documentation remains viable. Providers are responsible for ensuring the secure transmission of all patient information. If using a secure mail service platform, please use only CDA Secure Send or Brightsquid.

Which email should be selected?

Email	ABCdentalimages@ab.bluecross.ca	DentalFaxes@ab.bluecross.ca
Submission type	Supporting images requested by Alberta Blue Cross® under rejection notifications 1511, 2924, or 3504	Generally replaces mail-in submissions, including: • Claims where Alberta Blue Cross is secondary Coordination of Benefits (COB); • Predetermination of benefits; • Orthodontic Treatment Plans (OTPs); • Dental adjustments; or • Accidental Dental
Subject line: Do not include identifying patient information	Requested dental images	Choose the applicable subject: • Dental: Claim; • Dental: Predetermination; • Dental: OTP; • Dental: Adjustment; or • Dental: Accidental
Inclusions	• Information for only one member • Include the Explanation of Benefits (EOB) showing claim rejection	Information for only one member
Exclusions that will not be actioned	• Initial claim submissions and adjustments • A single email containing information for multiple members • CDAnet claim acknowledgments • EFT applications • Password-protected attachments	• Supporting images requested under notifications 1511, 2924 or 3504 • A single email containing information for multiple members • CDAnet claim acknowledgments • EFT applications • Password-protected attachments

For assistance with benefit or claim inquiries, please contact an Alberta Blue Cross Provider Relations Contact 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.