

Planned maintenance – Temporary outage for direct-bill claims and dental provider website

Alberta Blue Cross® will be performing **planned system maintenance** that will temporarily affect both the direct-bill claim functionality and the dental provider website.

Maintenance window

- **Start:** Friday, **November 21**, at **9:30 PM MT**
- **End:** Saturday, **November 22**, at approximately **9:00 AM MT**

During this time, the following services will be **unavailable**:

- Submission and processing of **direct-bill claims**
- Access to the **dental provider website**

While planned maintenance is rare for these services, we understand it can be disruptive. As such, we are taking all necessary steps to minimize disruption and ensure a smooth return to full functionality.

Additional information

- A notice will be posted on our **website banner** throughout the maintenance period to keep users informed.
- All services are expected to resume fully by **9:00 AM MT on Saturday, November 22**.

We recommend planning ahead for this brief outage to ensure minimal impact on your operations.

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.

