



THE CANADIAN DENTAL
HYGIENISTS ASSOCIATION
L'ASSOCIATION CANADIENNE
DES HYGIÉNISTES DENTAIRE

October, 2012

IMPORTANT NOTICE FOR DENTAL HYGIENISTS

Dear Dental Hygienist:

Alberta Blue Cross, in conjunction with The Canadian Dental Hygienists Association is pleased to announce the introduction of electronic claims processing for dental hygienists effective immediately. Claims and pre-determinations for Alberta Blue Cross can now be processed in real time through CDHAnet – a welcome convenience for clients and clinic staff.

In order to submit dental hygiene claims electronically, please contact your software vendor today. Your software vendor must be certified with Alberta Blue Cross to submit claims electronically via the internet and Alberta Blue Cross' dental web services.

Your office may use electronic claims submissions for all regular claim transactions including pre-determinations and coordination of benefits for patients whose Alberta Blue Cross plan is first payer and for patients with more than one Alberta Blue Cross plan. Both assigned and non-assigned claims can be submitted through CDHAnet. All claims submitted to Alberta Blue Cross must be submitted using the CDHA National Dental Hygiene Service Codes.

The Alberta Blue Cross Advanced Voice Information Service (ADVISER) is no longer available. Our dental provider call centre will provide you with basic benefit and eligibility information including co-insurance, dollar maximums and frequency limitations until December 31st, 2012. This will provide you with time to register for electronic claim submissions. Effective January 1, 2013, all benefit inquiries must be made through CDHAnet or through paper submissions.

Some of the added features of electronic submissions include:

- Improved practice efficiencies through quick transmissions speed, real-time claims adjudication and reduced manual administration (paper handling and filing)
- Enhanced data security and privacy benefits
- Elimination of mail delays
- If an error is made in a transmission it can be reversed immediately for a correction
- These benefits mean faster payment to your office.

If you are not yet registered for CDHAnet, please contact the Canadian Dental Hygienists Association membership@cdha.ca and your software vendor.

If you have any questions, please contact the Alberta Blue Cross Dental Provider Contact Centre at: Edmonton: 780-498-8977, Calgary: 403-294-4042, Toll free: 1-800-567-8104.

Regards

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