



Dental Assistance for Seniors Program

Claims Administration Transition to the Alberta Dental Services Corporation (ADSC)

Supplemental Information for Electronic Claims Submission and Office Software Changes

Overview:

Claims for Alberta Health's Dental Assistance for Seniors Program (DASP) are currently administered by Alberta Blue Cross. There is an ongoing process to transition the claims administration of DASP to Alberta Dental Service Corporation (ADSC). The transition will occur on **July 1, 2015**. This supplemental information is to provide more details about how to setup submitting electronic claims to ADSC for the first time, and other important changes Dental Providers (new and already sending to DASP) will have to make in their office software.

ADSC has reached out to the top office software vendors to advise them of the upcoming change in administrators for the DASP. The following information is based on the general responses from these office software vendors. It is important to note that the changes required will vary depending on your specific office software and the specific version of the software you are utilizing. The following information is therefore necessarily broad in scope and you will have to contact your software vendor for specific information.

TOPIC 1: Setting up for electronic claims submission for the first time.

Dentists who are not currently using the internet for claim submission but would like to can sign up for the ITRANS Claim Service as a part of their CDA Membership by visiting www.goitrans.com/signup/

Denturists and Hygienists who are not currently using the internet for claim submission but would like to can sign up for instream CLAIMS by visiting www.instreamcanada.com/instream-claims/

TOPIC 2: Setting up your office software for electronic claim submission to ADSC.

Your vendor may need to add ADSC as a carrier to your office software. If needed, the following information will provide your vendor with the information required:

Name:	Alberta Dental Service Corporation (or ADSC)
Networks:	1. Internet – ITRANS 2. Dial up Modem - CSI ASYNC
Carrier ID:	000105 (ADSC)
ID Numbers:	PHN numbers or 7 or 10 digit ID numbers
Accept window:	14 days
CDAnet Version:	CDAnet Version 4 Messaging Format
Transaction types:	Claim, Reversal, Predetermination, Request for Outstanding Transactions, Coordination of Benefits, Eligibility Enquiries

TOPIC 3: Changing the DASP fee schedule table in the software system.

Many software systems are set up with the DASP fee schedule as a table. This table is used to populate the fee amounts in claim forms. The table also has a field which states which carrier to direct claims submissions to. Individual DASP clients are linked to the DASP table in their patient profiles. Your system should currently show Alberta Blue Cross as the carrier for the DASP fee schedule table.

If your system has this function enabled, you should be able to change the carrier on the DASP fee schedule table to Alberta Dental Service Corporation (Carrier ID 000105). This will have the effect of ensuring that all claims will be submitted to ADSC, that all fees for DASP clients will still populate correctly, and that all DASP clients remain linked to the DASP program in their patient profiles. This change will mean that you will not have to do anything in regards to Topic 4 – Changing individual DASP patient profiles.

TOPIC 4: Changing individual DASP patient profiles in the software system.

If your system does not have the function described in Topic 3 enabled, you will have to change the Carrier ID for each DASP patient in their patient profiles. Your system should currently show Alberta Blue Cross as the carrier. This should be changed to Alberta Dental Service Corporation (Carrier ID 000105).

In most cases, you will have to change the Carrier ID for each patient individually. However, some office software vendors have indicated they may be able to change all patients through a single batch process.

TOPIC 5: Verifying procedure code fee rates.

Some office software vendors have indicated that the software may incorrectly pull the procedure code fee rates for the low-income dental programs (formerly known as the Human Services Programs) when creating claims instead of the DASP fee schedule rates. The DASP fee schedule rates are generally higher, so if your software is pulling the wrong rates it will result in underpayments.

Please take a moment to verify the procedure code fee rates prior to submitting your DASP claims. If you have already submitted a claim with incorrect rates, you can contact ADSC for assistance in correcting the claim.

TOPIC 6: Alternative methods of claim submission.

It may take some time to make the necessary changes to your office software. If you are unable to submit electronic claims for a period of time, you can submit your claims to ADSC by fax (780-426-7581) or by mail. ADSC's telephone call centre will also be available to provide assistance.

Please contact your office software vendor with any detailed questions about your software.

Please contact ADSC with any questions about the DASP program and the ongoing transition project at:

Alberta Dental Service Corporation

Phone: 1-800-232-1997 or 780-426-7526 (in Edmonton); DASP is Option 1.

Fax: 780-426-7581

Mail: #200, 17010 – 103 Avenue, Edmonton, AB T5S 1K7

Web: www.albertadentalservicecorp.com