

Claim Submission and Payment Improvements

Dear valued Dental Benefit Service Provider,

As part of our ongoing efforts to enhance our systems, services, and experiences of our valued members, clients, advisors, and benefit service providers, we are excited to share some important updates that will affect how we accept claims and issue payments.

As of March 1, 2025, we are introducing several key changes and enhancements that will require your attention to ensure a seamless transition and help you fully benefit from our new and improved service offerings. We kindly ask that you familiarize yourself with the updates below and note the specific actions required.

Key Changes and Enhancements:

1. Member ID Card Updates

Newly designed member ID cards featuring updated certificate numbers will be issued to all members that will be effective as of **March 4, 2025**. To ensure a smooth transition, members will receive advance notice of this change and be prompted to provide their updated ID card to their benefit service providers for any claims being direct billed on or after March 4, 2025. This will help maintain accurate patient records, ensure proper billing, and prevent delays or interruptions in claims processing.

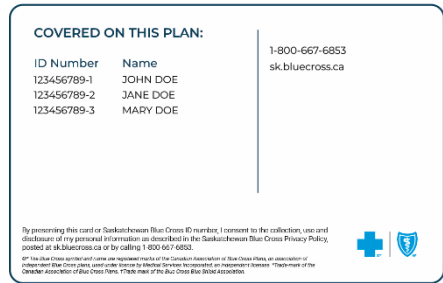
Members are to continue using their existing ID card up to and including February 28, 2025. **Please note that we will be unable to accept any electronic claim transactions from 11:59 PM on February 28, 2025, until 11:59 AM on March 4, 2025. This temporary downtime is due to scheduled maintenance.**

FOR YOUR REFERENCE: Please see the sample member ID card included here. An updated Provider Guide will be shared in the coming weeks.

ACTION REQUIRED:

Ensure your teams are familiar with the new member ID card layout. In addition, please update patient records and/or systems with the new identifier information.

If you experience claim transaction errors or issues as of March 4, 2025, the member may need to present their new card. We kindly ask that you indicate awareness of the recent change for Saskatchewan Blue Cross plan members and inquire if they received their new information.



2. Supported Transaction Requirements

We are eliminating regional billing restrictions to accept transactions across Canada on all our plan types and bringing you more supported transaction types to get even more out of your CDAnet claim processing, including:

- claim reversals
- pre-determination acknowledgements and EOBs
- coordination of benefit (COB) claim acknowledgements and EOBs
- requests for outstanding transaction responses

ACTION REQUIRED: While software vendors may update your software carrier list in some cases, it is generally the dental office's responsibility to ensure that carrier information is kept up to date. The Canadian Dental Association will email notifications to inform offices of changes to the CDAnet carrier list for Saskatchewan Blue Cross ahead of the effective change date. Please make the carrier updates in your office software on or after March 4, 2025 to take advantage of these enhancements.

3. Payment Changes

We are expanding our payment options to include weekly direct deposits for greater speed and convenience. Biweekly payments by cheque will still be available, but switching to direct deposit will ensure faster, more efficient, and more reliable payment processing.

ACTION REQUIRED:

Pre-registration is open now. To enroll in direct deposit, please complete the online authorization form by going to <https://link.sk.bluecross.ca/providerdd>.

We hope this advance communication extends helpful awareness of the upcoming changes and we thank you for your support in assisting our plan members and your patients through this transition. If you have any questions or require additional support, please contact us toll-free at 1-800-667-6853 or email providerrelations@sk.bluecross.ca.

Thank you,
The team at Saskatchewan Blue Cross

1-800-667-6853
providerrelations@sk.bluecross.ca