



Extension of Dental Expense Submissions As a Result of COVID-19

COVID-19 and the Government of Alberta restrictions on non-emergency and non-critical health services such as dentistry, physiotherapy, massage, podiatry, chiropractic and optometry services have presented some challenges to City of Edmonton employees with completing procedures (i.e. dental procedures) prior to the employee or dependent reaching their age of majority (age 65 for an employee or age 25 for a dependent)

The City does not want an employee or dependent who had started dental treatment and would have completed the work before their coverage period ended to be financially disadvantaged because of a dental office closure due to COVID-19. The City will provide coverage for completion of dental procedures pre-booked and cancelled due to dental office closures during the period of March 13 to 31. The dental office closures during this period prompted cancellation of all dental procedures scheduled until further notice.

The City will direct Alberta Blue Cross to approve expenses for the completion of dental treatment for those employees or dependents:

- who will be reaching the end of their coverage period;
- are undergoing dental treatment;
- cannot complete the dental treatment prior to passing the coverage period due to dental office closures as a result of COVID-19;
- cannot complete the dental treatment prior to passing the coverage period due to the employee self-isolating based on AHS directives

The employee or dependent will be required to submit the following documentation to Alberta Blue Cross with a claim for reimbursement of dental expenses to complete a dental procedure that was pre-booked and cancelled during March 13 to March 31:

- Must provide proof that they had a pre-authorization in place with Alberta Blue Cross prior to the dental office closure; or
- Must, if there is no preauthorization, provide proof they had a dental appointment booked between the dates of March 13 to 31 and the dental office cancelled the appointment. They must provide a letter from the dentist outlining the reason for the dental appointment and the services to be provided.
- Expenses authorized will only be for the amount that would have been eligible for the specific treatment the employee had commenced or had scheduled. All expenses approved must show clear intent of that expense.