



## ARE YOU CLAIMING ORTHODONTIC EXPENSES?\*

You can submit pre-approved orthodontic claims (initial and monthly expenses) online for convenience and quicker payment.

Just sign into CARESnet® and click on *Submit a claim* in the *Claims* tab.

\*Online claims are available to individual plan customers and group plan members whose plan sponsors/employers have opted for this service as part of their benefits plan.



# DENTAL CLAIM FORM

Mail: PO Box 7000, Vancouver, BC V6B 4E1 | Drop it off: 4250 Canada Way, Burnaby, BC | [www.pac.bluecross.ca](http://www.pac.bluecross.ca)

**i Please enclose all supporting documentation, if necessary.**  
See page 2 for important information about preparing your dental claim.

PART 1 — PATIENT INFORMATION				PART 2 — PROVIDER INFORMATION				PART 3 — PLAN MEMBER	
Patient's first name				Unique number	Office number	Spec.	Patient's office account number		Send payment to: <input type="checkbox"/> Plan member <input type="checkbox"/> Provider — I hereby assign my benefits payable from this claim to the named dentist and authorize payment directly to him/her.
Patient's last name				Provider's name					
Street address				Street address					
City	Province	Postal code		City					
Additional information, diagnosis, procedures or special considerations				Province	Postal code		Phone number (10 digits)		
				Provider/authorized signature (or attach receipts showing payment for services) <b>X</b>				Member's signature <b>X</b>	
				Date (mm-dd-yyyy)				Date (mm-dd-yyyy)	

PART 4 — CLAIM INFORMATION							
SERVICE DATE	PROCEDURE CODE	SERVICE DESCRIPTION	INTL. TOOTH CODE	TOOTH SURFACES	DENTIST'S FEE	LAB CHARGE	TOTAL CHARGES
(mm-dd-yyyy)					\$	\$	\$
(mm-dd-yyyy)					\$	\$	\$
(mm-dd-yyyy)					\$	\$	\$
(mm-dd-yyyy)					\$	\$	\$
(mm-dd-yyyy)					\$	\$	\$
(mm-dd-yyyy)					\$	\$	\$
(mm-dd-yyyy)					\$	\$	\$
(mm-dd-yyyy)					\$	\$	\$
<b>GRAND TOTAL</b>							\$

PART 5 — EMPLOYEE/PLAN MEMBER INFORMATION			
Policy number 7900	ID number	Employer's name	Daytime phone number (10 digits)
Employee/Plan member's first name		Employee/Plan member's last name	Employee/Plan member's birthdate (mm-dd-yyyy)

PART 6 — PATIENT INFORMATION	
Relationship to Plan member: <input type="checkbox"/> Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child	Patient's birthdate (mm-dd-yyyy)

I understand that the fees listed in this claim may not be covered by or may exceed my plan benefits. I understand that I am financially responsible to my dental provider for the entire treatment. I acknowledge that the total fee of \$ \_\_\_\_\_ is accurate and has been charged to me for services rendered. I authorize release of the information contained in this claim form to my insuring company/plan administrator. I also authorize the communication of information related to the coverage of services described in this form to the named dental provider.

Patient's signature (or parent/guardian) <b>X</b>	Date (mm-dd-yyyy)
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PART 7 — OTHER INSURANCE COVERAGE: Complete this section if these services are covered by any other dental plan				
Name of person with other coverage			Birthdate of other coverage holder (mm-dd-yyyy)	
Policy number	ID number	Employment status <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Retiree	Coverage type <input type="checkbox"/> Single <input type="checkbox"/> Family	Name of insuring company
Effective date (mm-dd-yyyy)	Termination date (mm-dd-yyyy)	Is any treatment required as a result of an accident? <input type="checkbox"/> Yes <input type="checkbox"/> No (If yes, provide details separately.)		

## TIPS FOR PREPARING YOUR DENTAL CLAIM

If your dentist is not able to submit your claim directly to Pacific Blue Cross, you can complete your dental claim form. Follow these guidelines to ensure all required information is included to prevent payment delays.

### 1. Required information:

- Plan member's full name
- Patient's full name, relationship to member and birthdate
- Plan member's policy and ID numbers
- Plan member's mailing address if claim is pay-member
- Dentist's signature or authorization (or attached receipts)
- Dentist's name and unique number
- Indicate if Pacific Blue Cross should reimburse the member or dentist
- Information about additional dental coverage (with Pacific Blue Cross or with another carrier)
- If you are claiming for the balance not paid by the other insurance company, include photocopies of your receipts and their payment statement

### 2. We also need information about the dental services that were performed.

Ask your dentist to complete *Part 4 — Claim Information* and include:

- Service date
- Procedure code and/or service description
- Tooth codes and surfaces (if applicable)
- Fees charged

### 3. Only complete *Part 7 — Other Insurance Coverage* if you or your spouse are covered under another plan. Send your claim to your plan first. When you receive your claim statement, send a copy of that statement plus copies of your receipts to your other plan to claim any unpaid amount. If you have claims for your children, send those claims first to the plan of the parent whose birthday falls earlier in the year. Learn more about coordination of benefits at [www.pac.bluecross.ca](http://www.pac.bluecross.ca).

### 4. Visit CARESnet® to view benefits covered by your plan/your claiming deadline or refer to your benefits website at [www.gov.bc.ca/myhr](http://www.gov.bc.ca/myhr).

**! INCOMPLETE FORMS MAY DELAY PROCESSING OF YOUR CLAIM.**



### MAIL YOUR CLAIM

Pacific Blue Cross  
PO Box 7000, Vancouver, BC V6B 4E1



### DROP IT OFF

4250 Canada Way  
Burnaby, BC V5G 4W6



### QUESTIONS?

604 419-2300  
Toll-free: 1 888 275-4672

[www.pac.bluecross.ca](http://www.pac.bluecross.ca)

## HOW TO SUBMIT YOUR DENTAL CLAIM FORM

- Ask your dentist to submit your claim
- Mail your claim to Pacific Blue Cross
- Drop off your claim to the Pacific Blue Cross office

## HOW TO SUBMIT A CLAIM FOR ORTHODONTICS

When submitting an orthodontic claims, submit a treatment plan before the treatment begins and submit receipts following the procedure.

### SUBMIT A TREATMENT PLAN

At the start of the orthodontic treatment, the dentist or orthodontist will prepare a written outline of the proposed treatment. This is called a treatment plan. We need a copy of the treatment plan before we can reimburse an orthodontic claim.

When your orthodontist gives you the treatment plan, send it to Pacific Blue Cross. Make sure to include:

- Patient's full name, relationship to member and birthdate
- Plan member's policy and ID numbers
- Information about additional dental coverage (with Pacific Blue Cross or with another carrier)

### SUBMIT RECEIPTS (OR CLAIM FORMS)

Make sure to include:

- Plan member's full name
- Patient's full name, relationship to member and birthdate
- Plan member's policy and ID numbers
- Plan member's mailing address
- Information about additional dental coverage (with Pacific Blue Cross or with another carrier)

**i You can submit orthodontic claims on CARESnet, including initial and monthly fees.**

## FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT (FOIPPA)

This information is collected by the British Columbia Public Service under s. 26(c) of FOIPPA. Any questions about the collection and the use of this information can be directed to an HR Service Representative at the BC Public Service Agency by submitting a request to AskMyHR at [www.gov.bc.ca/myhr/contact](http://www.gov.bc.ca/myhr/contact), phoning: 1 877 277-0772 or writing to: Manager, Contact Centre Operations, BC Public Service Agency, 810 Blanshard St. Victoria, BC V8W 2H2.

### Explore CARESnet at

[www.pac.bluecross.ca](http://www.pac.bluecross.ca)

- ✓ Create your account.
- ✓ Submit online claims.
- ✓ Save provider information.
- ✓ Sign up for direct deposit payments.
- ✓ Check your dependent coverage.
- ✓ Track health expenses and limits.
- ✓ Access My Good Health®, an online healthy lifestyle resource exclusive to members of Pacific Blue Cross.
- ✓ Send a copy of your ID card to your mobile device.