

EMERGENCY DENTURE REPLACEMENT AND DENTAL SERVICES

On May 6, 2023, the Government of Alberta declared a provincial state of emergency associated with the Alberta Wildfires to ensure the safety, health and welfare of Albertans. Due to the mandatory evacuations caused by the wildfires throughout the province, many Alberta residents may be seeking access to dental services to support the **replacement of complete or partial dentures** misplaced or lost due to the wildfire and evacuation orders and/or to resolve **emergent dental concerns**.

The purpose of this communication is to inform dental providers of the process for displaced Albertans to access emergent dental services.

Albertans enrolled in a government-sponsored health benefit program:

- If support is required to replace a partial or complete denture, the **dental provider** must contact the Alberta Dental Services Corporation at 1-800-232-1997 (toll free) to facilitate coverage (prior to submitting a claim).
- Hours of operation are 8:00 a.m. to 5:00 p.m. Monday to Friday.
- This process is only applicable for Albertans enrolled in one of the following government-sponsored programs:
 - Dental Assistance for Seniors Program
 - Assured Income for the Severely Handicapped
 - Income Support
 - Alberta Adult Health Benefit
 - Alberta Child Health Benefit
 - Child and Youth Support
- Only contact the Alberta Dental Services Corporation if replacement dentures are required, as Albertans enrolled in these programs already have access to emergent and non-emergent dental services through their health benefit program.

Albertans not enrolled in a government-sponsored health benefit program:

- If support is required, the **Albertan** must:
 - Call the Income Support Contact Centre (ISCC) at 1-866-644-5135 (available 24/7); or
 - Visit an Alberta Support Centre (ASC) Monday to Friday from 8:15 a.m. to 4:30 p.m.
 - ASCs located in impacted communities may be open evenings and weekends.
 - A list of ASC locations are available here: <https://www.alberta.ca/alberta-supports.aspx>.
- A dental voucher for the Albertan will be issued to the dental provider (as per regular dental voucher processes).
- For questions how to submit a dental voucher for reimbursement, please contact the Alberta Dental Services Corporation at 1-800-232-1997 (toll free) for more information.
- Please note, the dental voucher will support replacement dentures and emergent dental services only.