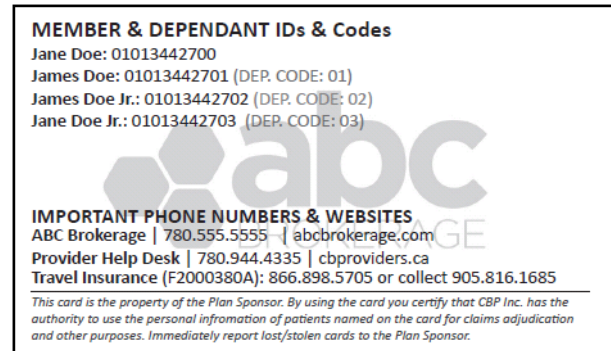


# DENTAL CLAIMS WITH CBP

## How to submit a claim

- **Network:** National Data (NDC) or Shared Network, CDA NET v.4
- **Use Carrier ID:** 610202
- **Enter Group ID:** the 10 digit number on the front of the Benefit Card
- **Enter Subscriber ID:** 11 digit number on the back of the Benefit Card
- **If needed, enter Dependant Code:** 2 digit number on the back of the card beside the Subscriber ID number, required for all dependant claims
- **Enter Claim information and submit.**

## Card Sample



## CBP Help Desk

T: 780-944-9166 ext. 280 | F: 780-944-9168 | toll free: 855-944-9166 ex. 280

E: [helpdesk@cbproviders.ca](mailto:helpdesk@cbproviders.ca)

### Help Desk Hours

Monday to Friday : 7 am – 6 pm MST

Saturday: 9 am – 4 pm MST

Sunday & Holidays: Closed

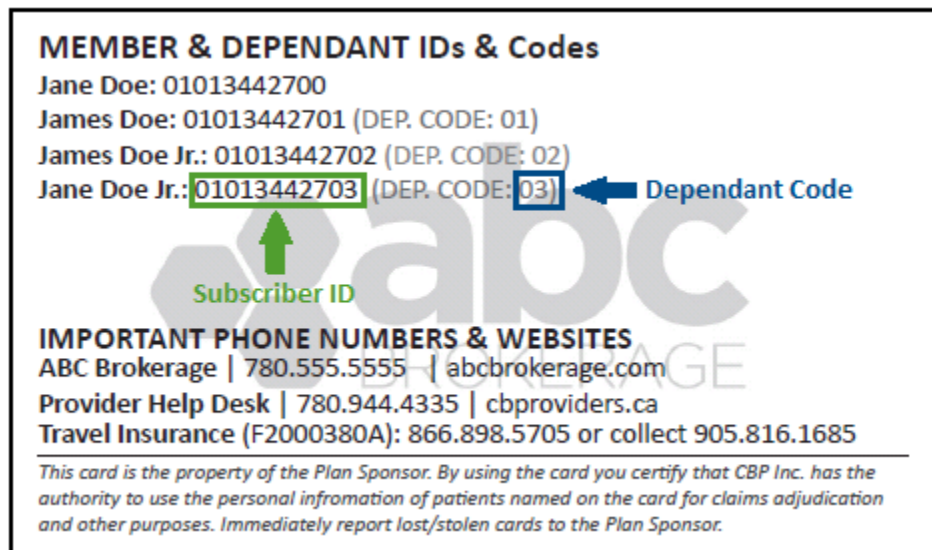
# FAQS FOR DENTAL OFFICES

## General

1. What **network** should I use to access CBP?  
*National Data (NDC) or Shared Network. If neither of these works, contact your software provider.*
2. Which **carrier** do I submit a claim for?  
*The Carrier ID for CBP is 610202, we are an independent carrier so no 2 digit carrier code is required.*

## Dependants: Submitting a Claim

3. Where do I find the **Dependant Code** on the CBP Benefit Card?  
*The Dependant Code is found on the back of the card beside the Subscriber ID. See image below*



4. Where do I enter the **Dependant Code**?  
*If it is not clear where to enter Dependant Code, call your software provider. Software vendors use different field names, Patient ID, Dependant ID, etc . It could also be an empty field beside the ID Number field.*

## Problems with Submitting a Claim

Things to double-check:

- **The Group ID.** This is found on the front of the card.
- **The Subscriber ID.** Note: This ID is found on the back of the card.
- **The Date of Birth.**
- **The Dependant Code.** This is a two digit code that is found beside the dependant's Subscriber ID number on the back of the card.
- **Your version of CDA Net.** You need Version 4 of CDA NET for claims submission. Previous versions will cause the policy number to be truncated to 8 digits and the claim to be rejected due to missing Dependant Code (will show up as a Date of Birth Error).

## System Errors

1. I received an **"Invalid Carrier ID error"**. What should I do?  
*Call your software provider to update your software and set up CBP as an EDI carrier in your system with ID 610202.*
2. I am trying to process a claim for a dependant, but I am getting this error message: **"Invalid subscriber's date of birth"**. I know it's the right date. What should I do?  
*Double-check the Dependant ID, found on the back of the card. (Plan Member and their dependants have different IDs). If the error message persists contact the CBP HelpDesk to verify the date of birth on file (see number below)*
3. For **Dentrix** users receiving the error message "transaction type not supported by carrier" please follow these instructions
  - i. Close out of ITRANS on the claim server (ica.exe)
  - ii. On the claim server go to the C:\CCD\ folder
  - iii. Rename ica.ini to ica.iniold
  - iv. Download the updated ica.ini file at <http://www.dentrix.com/support/software-updates/canada-downloads.aspx> (For DTX G4 users, replace the **ica.ini** file with the one from under the **Dentrix G4 section** not the ITrans section)
  - v. Copy the downloaded file into the C:\CCD\ folder
  - vi. Start ITRANS (ica.exe)
  - vii. Test.

## Still having problems? Call us at the CBP Help Desk

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