



### NEW INFORMATION

#### Frequency Change for Crown Coverage

Following a review of the NIHB's Crown Policy, the frequency in which the Program will consider coverage for eligible crowns has been changed. Effective September 1, 2016, the Program will consider coverage of up to four (4) crowns in any 10 year period. The frequency for coverage of post and cores has also been adjusted to align with the new crown frequency. The Restorative Services section of the Dental Benefits Guide has been updated to reflect this change. Policies are available on Health Canada's website at: [hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/dent/2014-guide/index-eng.php](http://hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/dent/2014-guide/index-eng.php).

#### Fees for Denture Services

The fee for complete and partial dentures includes a three (3) month period of post-insertion care which encompasses all adjustments and modifications. The NIHB Program does not cover any other denture-related procedures during this period.

Also, denture adjustments done on the same date of service and in conjunction with the delivery of new dentures, denture repairs, relines, rebases and/or tissue conditioning, are included in the fees billed and paid for these services.

#### General Principles for Billing under the NIHB Program

To facilitate access to medically necessary services, providers are asked to bill the Program directly and are reminded to not charge clients upfront fees as per the Terms and Conditions described in the Provider Claims Submission Kit and the Dental Benefits Guide. For some clients, fees charged at the point of service may represent a barrier to accessing needed dental services.

#### Faxing Dental Claim Submissions to Express Scripts Canada

Providers can now fax original NIHB claim forms for processing to Express Scripts Canada. If preferred, providers can continue submitting claims by mail.

Claim forms are available at [provider.express-scripts.ca/documents/Dental/Forms/English/NIHB\\_Dental\\_Claim\\_Form.pdf](http://provider.express-scripts.ca/documents/Dental/Forms/English/NIHB_Dental_Claim_Form.pdf).

If completing the manual form by hand, please make sure that the handwriting is legible and fax the completed claim to 1 (888) 249-6098.

Express Scripts Canada will notify the provider using the Provider Return Letter and request a resubmission if the fax is illegible.

The submission process for predeterminations (PD) will remain as is; continue to send requests to the Dental Predetermination Centre (DPC).

Below is a summary of documents that can be submitted by fax.

SPECIALTY AREA	MANUAL FORMS ACCEPTED BY FAX	ATTACHMENTS TO BE SUBMITTED WITH ORIGINAL CLAIM FORM (IF APPLICABLE)
Dental	<ul style="list-style-type: none"> <li>Standard Dental Claim Form</li> <li>Computer generated form</li> <li>ACDQ Dental Claim</li> <li>NIHB Dental Claim Form (Dent-29)</li> </ul>	<ul style="list-style-type: none"> <li>Explanation of Benefits*</li> </ul>

\*If required, must be included with faxed claim forms.

#### Quick Reference Sheet

Quick Reference Sheets have been developed by the Canadian Dental Association (CDA) and the *Association des chirurgiens dentistes du Québec* (ACDQ) in collaboration with the NIHB Program. The purpose of these reference sheets is to provide NIHB Program information along with key contact information to dental providers. These are available to download or print at [provider.express-scripts.ca/documents/Dental/Forms/English/NIHB\\_QR\\_Sheet\\_CD\\_A.pdf](http://provider.express-scripts.ca/documents/Dental/Forms/English/NIHB_QR_Sheet_CD_A.pdf).

### REMINDERS

#### Choose Fax Option to Receive Your Predetermination Letters

Providers are strongly encouraged to **select fax** as their preferred method to receive PD letters more promptly. When sent by fax, the PD letter is received the same day as the PD adjudication.

To change the PD communication preference from mail to fax, please complete and submit section A of the *NIHB Program Modification to Dental Provider Information Form* found at [provider.express-scripts.ca/documents/Dental/Forms/English/NIHB\\_Program\\_Modification\\_to\\_Dental\\_Provider\\_Information\\_Form.pdf](http://provider.express-scripts.ca/documents/Dental/Forms/English/NIHB_Program_Modification_to_Dental_Provider_Information_Form.pdf) or contact the Express Scripts Canada Provider Claims Processing Call Centre. If providers wish to receive general NIHB Program communications (e.g. newsletters) by email, rather than mail or fax, they can make this selection at the same time as modifying the PD communications preference.

## NIHB PROGRAM AND EXPRESS SCRIPTS CANADA CONTACT INFORMATION

### EXPRESS SCRIPTS CANADA Provider Claims Processing Call Centre

*Please have your Provider Number  
readily available*

#### **Inquiries**

1 (888) 511-4666

#### **Extended Hours**

Monday to Friday:  
6:30 a.m. to 8:30 p.m. Eastern Time  
Excluding Statutory Holidays

#### **Dental Claims**

##### **Mail Dental claims to:**

Express Scripts Canada  
NIHB Dental Claims  
3080 Yonge Street, Suite 3002,  
Toronto, ON M4N 3N1

##### **Fax Dental claims to:**

Toll Free Fax No.: 1 (888) 249-6098

#### **Dental Provider Relations**

#### **Department & Provider Enrolments**

*Each additional Dental office must be enrolled  
with the NIHB Program with its  
own Office ID prior to services being rendered*

#### **Fax Completed**

##### **Dental Provider Enrolment Form to:**

Toll Free Fax No.: 1 (855) 622-0669

#### **Other Correspondence**

##### **Mail to:**

Express Scripts Canada  
5770 Hurontario St., 10<sup>th</sup> Floor,  
Mississauga, ON L5R 3G5

### NIHB PROGRAM DENTAL BENEFITS

#### NIHB Dental Predetermination Centre (DPC)

##### **Dental Services**

**Non-Insured Health Benefits  
First Nations and Inuit Health Branch**

**Health Canada  
200 Eglantine Driveway  
Address Locator 1902D  
Ottawa, ON K1A 0K9**

Toll Free Phone No.: 1 (855) 618-6291  
Toll Free Fax No.: 1 (855) 618-6290

##### **Orthodontic Services**

**Non-Insured Health Benefits  
First Nations and Inuit Health Branch**

**Health Canada  
200 Eglantine Driveway  
Address Locator 1902C  
Ottawa, ON K1A 0K9**

Toll Free Phone No.: 1 (866) 227-0943  
Toll Free Fax No.: 1 (866) 227-0957

#### **PREDETERMINATIONS**

##### **British Columbia**

The dental PD process is not centralized for the BC Region.  
All PD, client reimbursement and appeal requests are  
handled by the First Nations Health Authority.

**First Nations Health Authority  
757 West Hastings Street  
Suite 540**

**Vancouver, BC V6C 3E6**

Telephone: 1 (888) 321-5003

Fax: 1 (604) 666-5815

#### NIHB Forms

**Download** from the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre.