

For our Dental Practitioners

Fall 2006

NEWS AND VIEWS

Welcome to the fall 2006 edition of the Non-Insured Health Benefits (NIHB) quarterly newsletter. First Canadian Health (FCH) is now in its eighth year of operations as the claims processor for the NIHB Program of the First Nations and Inuit Health Branch (FNIHB) of Health Canada.

Again, FCH would like to thank you for your support as you continue to provide quality health services to First Nations and Inuit clients of the NIHB Program.

As always, your comments and questions are welcome. Please contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**, or send your correspondence to:

FCH Provider Relations
3080 Yonge Street, Suite 3002
Toronto, ON M4N 3N1

NIHB REGIONAL DENTAL BENEFIT GRIDS

New NIHB Regional Dental Benefit Grids for General Practitioners (GP) and Specialists (SP), and for Denturists (DT) are in effect for the following provinces as of:

August 1, 2006

- Saskatchewan, GP & SP
- Saskatchewan, DT

September 1, 2006

- Alberta, GP & SP
- Alberta, DT
- Newfoundland, GP & SP
- Nova Scotia, GP & SP
- Nova Scotia, DT
- New Brunswick, GP & SP
- New Brunswick, DT
- Prince Edward Island, GP & SP
- Prince Edward Island, DT

October 1, 2006

- British Columbia, GP & SP
- British Columbia, DT
- Quebec, GP & SP
- Quebec, DT

December 1, 2006

- Ontario, GP & SP

The new grids reflect changes in prices and eligible procedures. They were sent to providers prior to the effective date.

NIHB HEALTH PROVIDER INFORMATION KITS

Renamed and reorganized NIHB Health Provider Information Kits are now available on the NIHB website; please note that program policy, claim submission, and payment requirements remain the same. Visit the website at:

www.healthcanada.gc.ca/nihb

To download the kits, select 'Health Provider Information' in the 'Topics' box on the right side of the page, then select 'Dental Information.' Directly beneath the 'Topics' box you will find another box, click on it to download the NIHB Dental Health Provider Information Kit.

You can also call the FCH NIHB Toll Free Inquiry Centre at **1-888-471-1111** for instructions on how to find the kits online, or to have a copy sent to your office.

The content of NIHB Newsletters is also considered part of the Health Provider Information Kits, so please keep a copy with your kit.

**Please note that if you downloaded a new NIHB Health Provider Information Kit between June 23 and July 21, 2006, your kit contains incorrect information in the Provider Audit Section. Please visit the website to download a corrected version. We apologize for any inconvenience this oversight may have caused.*

THIRTY DAYS TO SUBMIT ELECTRONIC DATA INTERCHANGE (EDI) CLAIMS

CDAnet and Réseau ACDQ registered providers can now submit claims to the NIHB Program using the EDI system within 30 days of the date of service. After this period, the provider must submit the claim manually to FCH.

To register for NIHB EDI or to determine if you are already set up to submit NIHB claims through EDI, please call the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**.

For faster service, please have the following information ready when calling:

- CDAnet and Réseau ACDQ unique number
- CDAnet and Réseau ACDQ office Id
- Fax number (if applicable)
- Name and version of the software vendor used

For further information on electronic claim submission through EDI, please refer to your NIHB Dental Health Provider Information Kit.

NIHB FORMS

Please note that, effective immediately, all requests for packages of NIHB DENT-29 forms must be sent directly to First Canadian Health. Please fax a completed *Dental Form Supply Requisition* to **416-480-6610**.

Most forms associated with the program, including the NIHB DENT-29 form, and other NIHB program documents, are available for download from the NIHB website. Visit the 'Resources and Forms' section under 'Health Provider Information' at:

www.healthcanada.gc.ca/nihb

You can also have a copy of the NIHB DENT-29 form sent to you by fax, mail, or e-mail by contacting the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**.

Please remember that the NIHB DENT-29 form is still mandatory for:

- Pay client claims
- Client reimbursements
- Claims payable to a third party

REPEATED/EXTENDED RESTORATIVE SERVICE

Repeated or extended restorations completed within a two-year period require documented rationale in the client's chart. As stated in the NIHB Dental Health Provider Information Kit:

"Replacement of restorations within a two (2) year time frame is subject to audit and reviews by the Regional Dental Officer/Dental Consultant and requires a written rationale."

Note that this requirement refers to restorations replaced by the same dental practitioner or by another practitioner working in the same office or group of practitioners.

PREDETERMINATIONS AND POST APPROVALS

Providers must submit requests for predetermination (PD) and post approval (PA) to their FNIHB Regional Office.

Requests for PD and PA submitted to FCH will be returned to the provider unprocessed.

NEW PROVIDERS AT ESTABLISHED PRACTICES

When a new dental practitioner joins an established practice, they must register with the NIHB Program to be able to submit claims for payment. Registration with CDAnet does not automatically confer NIHB eligibility.

Please contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111** if you need to register a new provider at your practice.

REVERSING EDI CLAIMS

Corrections to claims submitted electronically must be completed on the same day as the original claim submission. To have a claim reversed or adjusted at a later date, make the correction on the applicable NIHB Dental Claim Statement and submit it to FCH for adjustment.

RADIOGRAPH REQUIREMENTS

Please remember that radiographs are not required when submitting manual claims to FCH for processing. Radiographs are only required for predeterminations and post approvals submitted to a FNIHB Regional Office.

NIHB DENTAL BENEFITS FOR CHILDREN

First Nations and Inuit children must be registered and have their own identification number in order to receive funding for dental benefits. Dental claims submitted with a parent's identification number will not be processed.

To register a child:

- Eligible First Nations clients** should be referred to their Band Office or the Registration Services Unit of the Department of Indian and Northern Affairs Canada (INAC) at **(819) 953-0960**;
- Inuit residing in the Northwest Territories and Nunavut** should be referred to their respective territorial Department of Health and Social Services;
- Inuit residing outside of the Northwest Territories and Nunavut** should be referred to the nearest FNIHB Regional Office.

To download the current version of the NIHB Dental Health Provider Information Kit from the NIHB website, visit:

www.healthcanada.gc.ca/nihb

Providers without internet access can contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**.