

## For our Dental Practitioners

Summer 2006

### NEWS AND VIEWS

Welcome to the summer 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

### LABORATORY INVOICES NO LONGER REQUIRED

As of July 7, 2006, the NIHB Program will no longer require providers to include an invoice when submitting claims for lab eligible procedures to FCH.

When billing, include the lab fee on the same claim line as the professional fee for the applicable procedure. Please use the following examples as a reference when preparing claim submissions:

#### Correct Format for Submitting Lab Fees:

Code	Tooth #	Prof. Fee	Lab Fee*
27301	36	260.97	199.40

\* Lab fee billed on the same line as the Prof. fee

#### Incorrect Format for Submitting Lab Fees:

Code	Tooth #	Prof. Fee	Lab Fee*
27301	36	260.97	0.00
99111*		0.00	199.40*

\* Lab fee billed incorrectly as procedure code 99111

For audit purposes, providers must retain a copy of the lab invoice in the patient's file.

If you require further information regarding this program change, please call the FCH NIHB Toll Free Inquiry Centre at **1-888-471-1111**.

### NIHB REGIONAL DENTAL BENEFIT GRIDS

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

#### April 1, 2006

- Nunavut, GP
- Nunavut, DT
- Northwest Territories, GP
- Yukon, GP & SP

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

Should you have any questions, please contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**.

### SUBMIT CLAIMS THROUGH THE ELECTRONIC DATA INTERCHANGE (EDI) SYSTEM

FCH encourages providers to submit claims to the NIHB Program electronically through EDI. The EDI system verifies, in real-time, that all claim submission requirements are met. This allows for quick correction and re-submission of claims that are missing necessary information. EDI minimizes potential processing and payment delays experienced with manual submissions.

Most CDAnet and Réseau ACDQ registered providers are already registered to submit claims to NIHB using EDI; however, to determine if your office is eligible, or has already been set up to submit NIHB claims through EDI, please call the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**.

### NEW SERVICE FROM FCH

FCH now has trained staff available to guide providers through the process of submitting claims electronically. Our trained staff members can answer questions about how to submit claims more efficiently.

For more information, please call the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**, and request a consultation on electronic claim submissions.

Additional information on electronic claim submission through EDI is also available in the NIHB Dental Practitioner Information Kit.

## **ELECTRONIC FUNDS TRANSFER (EFT)**

Providers may elect to have payments deposited directly into their financial institution account through EFT. This system reduces waiting times for payment receipt, as providers will receive their funds on the same day that FCH issues regular cheques. In the event of postal disruptions, EFT ensures that payments arrive on time and in the right place. FCH will continue to mail the NIHB Dental Claim Statement to providers who subscribe to EFT.

To initiate payments through EFT, contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**.

Additional information on EFT is available in the NIHB Dental Practitioner Information Kit.

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## **FAXING EFT REGISTRATION INFORMATION**

When faxing a void cheque to register for EFT, please write the account number on the cheque. Small type does not always transmit clearly on a faxed sample cheque. By including a handwritten version, providers avoid delays in being set up to receive their payments.

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## **CLIENT CALLS**

Refer First Nations and Inuit clients to FNIHB Regional Offices for inquiries regarding the NIHB Program. The telephone numbers are as follows:

- Orthodontic Review Centre: **1-866-227-0943**
- Atlantic: **1-800-565-3294**
- Québec: **1-877-483-5501**
- Ontario: **1-888-283-8885**
- Manitoba: **1-877-505-0835**
- Saskatchewan: **1-877-780-5458**
- Alberta: **1-888-495-2516**
- Pacific: **1-888-321-5003**
- Yukon: **1-888-332-9222**
- Northwest Territories: **1-888-332-9222**
- Nunavut: **1-888-332-9222**

Please remember that the FCH NIHB Toll-Free Inquiry Centre provides services to NIHB providers only.

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To download a current version of the NIHB Dental Practitioner Information Kit from the NIHB website, visit:

**[www.hc-sc.gc.ca/fnih-spni/pubs/nihb-ssna\\_e.html](http://www.hc-sc.gc.ca/fnih-spni/pubs/nihb-ssna_e.html)**

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

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