

For our Dental Practitioners

Fall 2009

NEWS AND VIEWS

Welcome to the Fall 2009 edition of the Non-Insured Health Benefits (NIHB) quarterly newsletter. First Canadian Health (FCH) is now in its last 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 and collaboration over the last eleven years during which you consistently provided 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 (ESI Canada NIHB Toll-Free Inquiry Centre after December 1, 2009) at **1-888-471-1111**, or send your correspondence to:

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

CHANGE IN NIHB CLAIM ADMINISTRATOR

HEALTH INFORMATION AND CLAIMS PROCESSING SERVICES

Effective December 1, 2009, ESI Canada will administer the Health Information and Claims Processing Services (HICPS) for dental benefits covered by the NIHB Program. Please note that this change in claims processing services does not encompass any program or policy changes. Providers should continue to submit claims to FCH until November 30, 2009.

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

PROVIDER ENROLMENT

Due to the change in the NIHB claims processing services contractor, providers are reminded to enroll with ESI Canada by December 1, 2009 in order to avoid interruption of claims processing and payment services. If you have not already done so, we urge you to complete and submit the necessary enrolment form as soon as possible. This form can be downloaded at the following website address:

<http://www.provider.esicanada.ca/dentists.html>

If you are unable to access the website, you can email ESI Canada at the following address:

ESICanadaNIHBProviderEnrolment@Express-Scripts.com

You can also call ESI Canada at **1-888-677-0111 ext. 7015** to request a package.

Once the enrolment form is completed, providers can fax it in its entirety to **905-737-3161**. Providers who have submitted the enrolment form will receive a communication confirming their registration with the NIHB Program. Providers who are not enrolled with the NIHB Program in December 2009 will not be able to submit any electronic or manual claims.

Please note that a new ESI provider website will be available at <http://www.esicanada.ca/providers/> as of December 1, 2009. When accessing this website, providers will be able to download forms, fee schedules, etc., or inquire about the NIHB Program.

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

ELECTRONIC DATA INTERCHANGE (EDI) INTERRUPTION ON DECEMBER 5, 2009

Providers will not be able to submit their claims through EDI on December 5, 2009 due to a system enhancement. Regular electronic claim submission will resume on December 6, 2009. We apologize for any inconvenience.

Please note that providers who are not enrolled with the NIHB Program by December 1, 2009 will not be able to submit any electronic or manual claims.

CHANGE IN VALIDITY PERIOD OF CHEQUES ISSUED BY FCH

Providers are reminded that all cheques issued by FCH will only be valid for six months from their date of issue.

PAYMENT AND REIMBURSEMENT DURING CONTRACT TRANSITION

As of November 30, 2009, amounts owed to the NIHB Program for claims administered by FCH should be made payable to the Receiver General for Canada.

NIHB INFORMATION

ORTHODONTIC APPEALS PROCESS

As of November 1, 2009, the age limit for submission of orthodontic appeals will be extended to the day before the client's 19th birthday. If coverage for orthodontic treatment has been denied, the client or the parent, legal guardian or interpreter of the client has the right to appeal the decision. All three levels of appeal must be accompanied by the supporting documentation provided by the dental practitioner and must be completed prior to the client's 19th birthday.

If a client decides to start treatment even after it was denied by the NIHB Program, the client may still access the appeal process. Please note that the review for all three levels of appeal will be based on the most current records obtained prior to the commencement of orthodontic treatment.

NIHB PROGRAM REMINDER

SENDING PREDETERMINATION AND POST APPROVAL REQUESTS TO THE CORRECT OFFICE

Providers are reminded that requests for predeterminations and post approvals must be sent to their NIHB Regional Office/Orthodontic Review Centre (ORC). Providers can find the coordinates of their Regional Office/ORC at the following website:

http://www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/_dent/2009-prov-fourn-guide/index-eng.php#a9b

If you need a printed version of the NIHB Dental Health Provider Information Kit, please download it from the NIHB website at the following address:

<http://www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/provide-fournir/dent-info/index-eng.php>

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