



ESI CANADA®

PROVIDER CLAIMS PROCESSING CALL CENTRE
1-888-511-4666

NIHB NEWSLETTER

NEWS AND INFORMATION FOR NIHB PROVIDERS

NIHB CLAIMS SERVICES PROVIDER WEBSITE
<http://provider.esicanada.ca/>

Dental Providers



Spring 2010

IMPORTANT MESSAGE

Enrolment Required by March 31, 2010

Dental providers who have not enrolled with ESI Canada need to do so to avoid disruption of service

(Refer to "Transition Items" section
Or click [More](#))

REGIONAL NEWS

Quebec Dental Providers

(Refer to "Regional News" section
Or click [More](#))

CLAIMS PROCESSING SERVICES CONTACT INFORMATION

Telephone inquiries and comments

1-888-511-4666

Extended Hours

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

Mail Dental claims to:

NIHB Claims Department
3080 Yonge Street, Suite 3002
Toronto, ON
M4N 3N1

Fax completed

Dental Enrolment Forms to:

New NIHB Providers
Fax No.: 905-712-0669

Re-enrolling NIHB Providers
Fax No.: 905-737-3161

Mail all other correspondence to:

ESI Canada
5770 Hurontario Street, 10th Floor
Mississauga, ON
L5R 3G5

Welcome...

to the first edition of

ESI Canada's

NIHB Dental Newsletter!

ESI Canada is proud to support Dental professionals across the country as they provide dental care to eligible First Nations and Inuit through Health Canada's Non-Insured Health Benefits (NIHB) Program.

Effective December 1, 2009, ESI Canada became Health Canada's claims processor for the NIHB Program.

It is ESI Canada's goal to support all Dental providers, keeping you informed of news and information regarding the NIHB Program through a regular NIHB Newsletter publication.

On December 6, 2009, ESI Canada began processing NIHB claims via a new claims adjudication system for the NIHB Program.

As with any new system implementation, some technical issues have occurred and we have been correcting them as they were identified. We apologize for any inconvenience this transitional process has caused and want to assure you that we are working diligently with Health Canada to correct issues as they are identified. We are committed to notifying providers immediately of any high priority issues. Note that we are also posting Alerts on the ESI Canada NIHB Claims Services Provider Website as adjustments are undertaken. Your cooperation as we implement this new system is appreciated.

We look forward to nurturing a mutually beneficial relationship that will enable us to ensure NIHB clients benefit from service excellence.

NEW INFORMATION

NIHB Predetermination Confirmation Letters with In-House Laboratory Fees for Denturists

Changes have been made to the Predetermination Confirmation Letter involving procedures that include an In-house Laboratory Fee.

Prior to December 6, 2009, the Professional Fee noted on the Predetermination Confirmation Letter included both the Professional Fee and In-house Laboratory Fee. Now the letter includes only the approved Professional Fee component of the total Denturist fee. While the applicable In-house Laboratory Fee does not appear on the letter, it has been approved in conjunction with the Professional Fee and is paid at the time of claims processing.

For this reason, a line-specific note appears on the Predetermination Confirmation Letter to indicate that ESI Canada will add the In-house Laboratory Fee to the Professional Fee when the claim is processed.

Notice of Change for Pre-verification

A Pre-verification (PV) Number was used to provide assurance that Dental benefits are not rejected due to frequency limitations when claimed.

Effective December 1, 2009, PV Numbers previously issued by First Canadian Health are no longer available. A provider should still contact the Provider Claims Processing Call Centre to verify eligible benefits under the NIHB Program.

Should you require additional information, please contact the Provider Claims Processing Call Centre.

NIHB Dental Fee Updates

New NIHB dental fee updates are planned for General Practitioners, Specialists, and Denturists as follows:

Date	Province/ Territory
April 1, 2010	New Brunswick Newfoundland and Labrador Nova Scotia Prince Edward Island
May 1, 2010	Nunavut Yukon Northwest Territories Alberta
July 1, 2010	Quebec Ontario Saskatchewan
August 1, 2010	Manitoba British Columbia

For confirmation of these changes, please consult the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre.

It is important to note that NIHB Dental Benefit Grids will no longer be mailed out to providers as they are now available on the NIHB Claims Services Provider Website.

However, you may call the Provider Claims Processing Call Centre to obtain a copy of a grid by e-mail, fax or mail.

Payment and Reimbursement

Effective December 1, 2009, cheques submitted for amounts owed to the NIHB Program for claims administered by ESI Canada are to be made payable to the "Receiver General for Canada" and forwarded to ESI Canada.

NIHB Dental Claims Submission Kit and Attachments

The following sections of the Dental Claims Submission Kit have been revised:

Section 1 Introduction

- 1.1 General Terms

Section 5 Provider Enrolment

- 5.2.1 Change of Provider Information
- 5.2.2 Enrolment Documentation

Section 6 Terms and Conditions

- 6.1 Client Identification and Eligibility
 - 6.1.2.2 Provincial Programs
- 6.1.3 Claims Submission and Processing
 - 6.1.3.2 Manual Claims Submission
- 6.2.2 NIHB Benefit Coverage and Limitations

Section 7 Provider Audit

- 7.2.8.2 Provider Audit Program Information

Section 11 NIHB Dental Claims Submission Kit: Attachments

- 11.1 Provider Statement – Dental, Messages and Explanations
 - 11.1.1 Provider Statement – Dental
- 11.2.4 NIHB Dental Claims Requirements
- 11.3 Predeterminations

Updated versions of the Dental Claims Submission Kit and Attachments may be viewed or downloaded from the NIHB Claims Services Provider Website or requested by contacting the Provider Claims Processing Call Centre.

NIHB Provider Guide for Dental Benefits

The Provider Guide for Dental Benefits provides information on the Health Canada NIHB Program and policies relevant to dental providers. It explains the extent and limitations of the NIHB Program's dental benefits by describing the important elements of each associated policy.

This guide is a supplement of the information contained in the Dental Claims Submission Kit and can be found on the NIHB Claims Services Provider Website under "Policy and Program Information".

NIHB Forms

All NIHB forms may be downloaded from the NIHB Claims Services Provider Website or obtained by contacting the Provider Claims Processing Call Centre.

It is important to note that Informco no longer processes requests for NIHB forms.

Providers may still use any on-hand supply of First Canadian Health (FCH) NIHB forms.

NIHB Claims Services Provider Website

The NIHB Claims Services Provider Website provides valuable information all in one place relating to the NIHB Program.

This user-friendly website allows Dental providers to find the information they require quickly, to download and print documents.

These include:

- Late-breaking news regarding changes to the Health Information and Claims Processing Services (HICPS) system via the Bulletins and Alerts Sections, such as planned maintenance periods; and the Announcements Section for important messages to providers.
- NIHB Newsletters, Policy and Program Information, NIHB Forms, Dental Benefit Grids, and the NIHB Claims Submission Kit and Attachments.

Accessible Formats

Downloadable information is available throughout the NIHB Claims Services Provider Website and provided in a Portable Document Format (PDF) as the primary format.

To view and download this information, you will need Adobe Acrobat Reader.

How to Access the ESI Canada Website

Upon enrolment as a Dental provider in the NIHB Program a Provider will receive a Welcome Letter that will contain a unique User ID and Password to access the NIHB Claims Services Provider Website.

In order to gain access to the NIHB Claims Services Provider Website, visit <http://provider.esicanada.ca/> and click on the **Sign In** button to enter your unique User ID and Password.

Provider Claims Processing Call Centre

The primary function of the ESI Canada Provider Claims Processing Call Centre is to respond to Canada-wide telephone inquiries from enrolled NIHB Dental providers and from non-enrolled providers inquiring about the NIHB Program.

The bilingual call centre is open extended hours to assist providers with any questions they may have. Refer to the front page of the NIHB Dental Newsletter for further details of the extended hours, telephone and fax numbers.

REMINDERS

Coordination of Benefits

The NIHB Dental Claim Form should match the information displayed on the Explanation of Benefits (EOB) statement. When submitting a Coordination of Benefits (COB) claim in reference to the EOB statement, please ensure that the Date of Service (DOS), Procedure Code, and fees are the same as what is submitted on the EOB Statement.

Endodontic Policy

Requests for endodontic services on permanent bicusps and molars with Endo Codes 33111 and 33100 are rejected if claimed without a Predetermination (PD) Number. Please submit your request to the appropriate Health Canada Regional Predetermination Dental Office for review.

Multi-surface Restoration Policy

Dental providers are reminded when claiming for restorative services to use the appropriate combination procedure code equivalent to the sum of all distinct surfaces restored. Claims are subject to review and may be adjusted by ESI Canada.

For additional information, please consult the Provider Guide for Dental Benefits located on the NIHB Claims Services Provider Website under "Policy and Program Information".

Client Chart/ Record Documentation

Maintaining a client chart/ record, documenting and supporting the services provided, claimed, and paid for by the NIHB Program is mandatory.

Please note that a procedure code and/or name are not sufficient as a client record to support payment. This applies to all claim requests including the one supported with a predetermination number.

For further details relating to documentation requirements, refer to the Section 7. Provider Audit, 7.2.8 Documentation Requirements for Audit Purposes in the Dental Claims Submission Kit located on the NIHB Claims Services Provider Website.

Frequency Limitations

In order to prevent claims from being rejected, providers are reminded of the frequency limitations for the dental procedures listed below.

Clients under 17 years of age are eligible, as follows:

- Recall examination eligible once (1) in any six (6) month period
- Fluoride treatment eligible once (1) in any six (6) month period
- Polishing (prophylaxis) treatment eligible once (1) in any six (6) month period

Client Identification Requirements

Missing or incorrect client information submitted on the NIHB Dental Claim Form will incur the following:

- The claim will be rejected with Message Code W99 "Description Not Available" indicating that the information submitted was incorrect and that the claim will not be paid for the service.

Required Information

In order to avoid interruption of payment, please ensure the required client information is added:

- NIHB Client Identification Number
- Surname
- Given Name
- Date of Birth

Incorrect Error Code on Statement

Upon reviewing your statement, you will notice an incorrect error code of "W99 Description not Available" is displayed. The correct reject code message should indicate "R05 Claimant could not be verified as an NIHB client". This error code is scheduled to be corrected.

Billing and Payment Guidelines

In order to expedite payments, providers are encouraged to submit claims *at least every two weeks* using one of the following billing methods:

- Electronic Data Interchange (EDI) (for providers who have software compliant with CDAnet Electronic Claim Standard or Réseau ACDQ (Association des chirurgiens dentistes du Québec))
- NIHB Dental Claim Form
- Computer printout

Regardless of the billing method used, all required data elements must be supplied to ensure the efficient payment of claims. Data elements must be submitted in the same order as displayed on the NIHB Dental Claim Form.

Validity of Cheques

Cheques issued by ESI Canada are valid for twelve months from the date of issue. For a cheque or payment status, please contact the Provider Claims Processing Call Centre.

TRANSITION ITEMS

Dental Predeterminations Processing Delay

Steps taken to eliminate delays in dental pre-determinations have resulted in significant improvements in the processing time. Despite the improvements, there may still be delays in receiving a Predetermination (PD) response at this time. Please continue to forward your PD requests to your respective Health Canada Regional Predetermination Dental Office. If you encounter any issues in submitting your claim, please contact the Provider Claims Processing Call Centre.

Enrolment Required by March 31, 2010

Due to the change in the NIHB Claims Processing Services contractor, providers who have not enrolled with ESI Canada are reminded to enroll *by March 31, 2010* in order to avoid disruption of service for claim processing and payment services. Any provider claims submitted without first enrolling with ESI Canada will be rejected.

If you have not already enrolled, complete and submit the ESI Canada Dental Provider Enrolment Form as soon as possible. The ESI Canada Dental Provider Enrolment Form may be downloaded from the NIHB Claims Services Provider Website or requested from the Provider Claims Processing Call Centre.

When completed, please fax the Dental Provider Enrolment Form to ESI Canada at 905-737-3161. Once your registration has been processed, ESI Canada will forward you a Welcome Letter as confirmation of your participation in the NIHB Program.

After March 31, 2010, any claims submitted to Health Canada through ESI Canada's electronic claims processing system or manually by non-enrolled Dental providers will be rejected.

Cheques Issued by First Canadian Health

All cheques issued by First Canadian Health (FCH) are valid for six months from the date of issue.

If you have a cheque that is no longer valid, please call the Provider Claims Processing Call Centre.

REGIONAL NEWS

NIHB Dental Claim Form (Dent-29) in Quebec

Health Canada requires dental providers to submit claims for payment using a NIHB Dental Claim Form (Health Canada Dent-29), completed and signed by the client or parent/guardian.

If the provider chooses to submit claims using an ACDQ Standard Dental Claim Form, which also requires signature of client or parent/guardian, or through Electronic Data Interchange (EDI), the provider must retain a NIHB Dental Claim Form (Health Canada Dent-29), completed and signed by the client or parent/guardian in the client's chart for every claim submitted for payment.