



EXPRESS SCRIPTS®

# NIHB NEWSLETTER

NEWS AND INFORMATION FOR NIHB PROVIDERS

NIHB CLAIMS SERVICES PROVIDER WEBSITE

Non Insured Health Benefits (NIHB)

[www.provider.express-scripts.ca](http://www.provider.express-scripts.ca)

Dental Providers



Spring 2012

## NIHB Forms

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

[www.provider.express-scripts.ca](http://www.provider.express-scripts.ca)

## EXPRESS SCRIPTS CANADA

### Provider Claims Processing Call Centre

#### **Inquiries and Password Resets**

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

### Dental Provider Enrolment

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

#### **Fax Completed**

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

Fax No.: 905-712-0669

### Other Correspondence

#### **Mail to:**

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

## DENTAL BENEFITS NIHB PROGRAM

Health Canada Regional Offices

### PREDETERMINATIONS

Alberta	1-888-495-2516
Atlantic	1-800-565-3294
British Columbia	1-888-321-5003
Manitoba	1-877-505-0835
Northwest Territories/Nunavut/Yukon	1-888-332-9222
Ontario	1-888-283-8885
Québec	1-877-483-5501
Saskatchewan	1-877-780-5458

Health Canada  
Orthodontic Review Centre (ORC)

1-866-227-0943

Fax No.: 1-866-227-0957

## NEW INFORMATION

### GO Paperless!

**ONE EASY STEP ...Place a verbal request to the Provider Claims Processing Call Centre at 1-888-511-4666.**

Health Canada and Express Scripts Canada receive a fair amount of error messages when faxing out important information to NIHB providers because of an incorrect fax number, fax machine turned off, phone number not a fax number, etc. The most current office information should be provided to Express Scripts Canada, otherwise providers may not receive new and important information from Health Canada's NIHB Program and Express Scripts Canada as intended.

**GO GREEN! ...go paperless! Make e-mail your first choice of communication delivery!**

Stay informed with same day e-mail delivery of Health Canada's NIHB Program.

...No more tying up the fax machine's day to day activity.

...e-Save your communications within your office network.

...Share the communications within the office at the click of your mouse.

A verbal request is accepted at the Provider Claims Processing Call Centre to change the following important provider information:

- E-mail address
- Fax number
- Phone number
- *Correction* to your current address.

All other changes to provider information must be completed on the *Modification to Dental Provider Information Form*, signed by the provider, and submitted by fax or mail as indicated on the form.

These types of changes include:

- New complete address (i.e., moved)
- Name of clinic/office
- Banking information (change or setup)
- Becoming an incorporated dental provider
- No longer working at a specific clinic/office.

The *Modification to Dental Provider Information Form* can be downloaded from the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre to request a copy.

### Password Expiration for the NIHB Claims Services Provider Website

Provider passwords for the NIHB Claims Services Provider Website expire every 180 days. Please be sure to change your password prior to its expiration by logging onto your account and following the password criteria.

**Tip** Once logged onto the NIHB Claims Services Provider Website, click on the link "Welcome *Username*" located in the upper right-hand corner of the screen, and select

"Change Password". The number of days before your password expires is displayed at the bottom of the page.

### Removable Prosthodontics

- The NIHB Program would like to inform providers that the overall cost of replacement for a removable prosthodontic may be adjusted in situations where the client's history shows that claims for repairs/reline/rebase were paid within a year of the request.
- *Combination Procedure Code*: the NIHB Program reserves the right to adjust the fee at the rate of the combination procedure code, if applicable, where removable prosthodontic maxillary and mandibular procedures of the same type have been performed within a three-month period.
- *Denturists*: the NIHB Program would like to inform denturists that certain reline/rebase procedure codes have been reinstated as eligible services under the Program, with the effective date of your regional 2011 NIHB price file increase. For a list of applicable procedure codes and their fees, please refer to the NIHB fax communication dated February 15, 2012.

### Change in Address for NIHB Headquarters

The NIHB Program would like to inform dental providers that effective March 26, 2012, the NIHB Headquarters office including the Orthodontic Review Centre will be relocated to the following addresses:

Dental Benefits  
Non-Insured Health Benefits Program  
First Nations and Inuit Health Branch  
Health Canada  
AL 1914D  
14th Floor, Jeanne Mance Building  
200 Eglantine Driveway  
Ottawa, ON K1A 0K9

Orthodontic Review Centre (ORC)  
Non-Insured Health Benefits Program  
First Nations and Inuit Health Branch  
Health Canada  
AL 1902C  
2nd Floor, Jeanne Mance Building  
200 Eglantine Driveway  
Ottawa, ON K1A 0K9

### REMINDERS

#### Specialists Fee Increase

Effective February 1, 2012, the NIHB Program has increased specific NIHB dental specialists (SP) fees, where eligible, by 2.3% over existing NIHB rates where the SP/GP ratio was less or equal to 125%. Please visit the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre to obtain a copy of the NIHB SP dental fees currently in effect.

## Endodontic Trial Project

The NIHB Program has initiated a nationwide two (2) year trial project as of April 1, 2011, to assess the merits, feasibility and the appropriateness of removing the Predetermination (PD) requirement for standard Root Canal Treatment (RCT) procedures on bicuspid and first molars. However, second and third molars continue to require a PD as per the endodontic policy.

An Endodontic Trial Project Committee has been established to evaluate and assess randomly selected paid standard root canals against the endodontic policy, guidelines, and criteria. Should one of your cases be identified in the sampling, you will be contacted by NIHB Headquarters with a request to provide all necessary documentation for the assessment of the case. The NIHB Program would like to remind providers that all claimed endodontic services must meet the endodontic policy.

For more detailed information on the current endodontic policy and the endodontic trial project general conditions, please refer to the Provider Guide for Dental Benefits (Section 8.4 Endodontic Services). The document can be found and downloaded from the Health Canada website at:

<http://www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/dent/2011-prov-four-guide/index-eng.php> or the NIHB Claims Services Provider Website (select Policy and Program Information).

During the trial period, Health Canada Regional Offices maintain the right to request supporting documentation for paid endodontic cases, which will be reviewed against the NIHB endodontic policy.

## Updated NIHB Forms are Available for Download

All NIHB Forms are available in PDF for download from the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre to request a copy.

The chart below shows all the NIHB Dental forms located on the NIHB Claims Services Provider Website along with the address of where the forms are to be sent following completion:

NIHB Form	Send Completed Form to
<b>NIHB Dental Claim Form (NIHB Dent 29 Form)</b>	<p>Predeterminations, post-determinations, and Client Reimbursement Claims.</p> <ul style="list-style-type: none"> <li>Submit to your respective Health Canada Regional Office or Orthodontic Review Centre.</li> </ul> <p>Claims for Schedule A Services or Claims with a valid Predetermination, submit to:</p> <p>Express Scripts Canada NIHB Dental Claims 3080 Yonge St., Suite 3002 Toronto, ON M4N 3N1</p>

NIHB Form	Send Completed Form to
<b>NIHB Completion of Active Orthodontic Treatment Form</b>	<p>Orthodontic Review Centre Non-Insured Health Benefits Program First Nations and Inuit Health Branch Health Canada AL 1902C 2nd Floor, Jeanne Mance Building 200 Eglantine Avenue Ottawa, ON K1A 0K9 Telephone: 1-866-227-0943 Fax No.: 1-866-227-0957</p>
<b>NIHB Orthodontic Summary Sheet</b>	<p>Orthodontic Review Centre Non-Insured Health Benefits Program First Nations and Inuit Health Branch Health Canada AL 1902C 2nd Floor, Jeanne Mance Building 200 Eglantine Avenue Ottawa, ON K1A 0K9 Telephone: 1-866-227-0943 Fax No.: 1-866-227-0957</p>
<b>Modification to Dental Provider Information Form</b>	<p>Express Scripts Canada Attention: Provider Relations 5770 Hurontario St., 10th Floor, Mississauga, ON L5R 3G5 Fax No.: 905-712-0669</p>

**Please refer to the front page of this NIHB Dental Newsletter for additional contact information.**

Express Scripts Canada is receiving Predetermination (PD) and post-determination requests from providers. Please be informed that Express Scripts Canada does not process these requests. All PD and post-determination requests must be sent to the respective Health Canada Regional Office for adjudication.

**Note** PD, post-determination and client reimbursement requests/inquiries must be sent to the respective Health Canada Regional Office corresponding to the region where the service will be or has been rendered, and not to the Health Canada Regional Office of the client's place of residence. Orthodontic treatment requests must be submitted to the ORC.

## Electronic Funds Transfer

Electronic Funds Transfer (EFT) deposits your claim payments directly into your designated bank account on the day the payment is issued; you will still continue to receive mailed statements for reconciliation.

Using EFT to receive your claim payments will avoid the delays in the mail delivery up to two weeks depending on the region (local and within a province) and reduce the risk of misplaced or stolen cheques.

**Sign up is easy as 1, 2, 3...**

1. Complete "Payment Information" section on the *Modification to Dental Provider Information Form*.
2. Sign the form and attach a VOID cheque or an official bank letter.

- Fax or mail the form and VOID cheque or an official bank letter as indicated on the form (photocopy of VOID cheque is acceptable if faxing).

The *Modification to Dental Provider Information Form* can be downloaded from the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre to request a copy.

## Real Time Claim Submissions via Electronic Data Interchange (EDI)

*Why not consider EDI today!*

Submission of claims via Electronic Data Interchange (EDI) allows your claims to be adjudicated in real time directly from your office software so you and your client know the result of the claim immediately.

To purchase software compliant with CDAnet Electronic Claim Standard, Denturists Association of Canada (DACnet) or Réseau de l'Association des chirurgiens dentistes du Québec (ACDQ), contact your dental association for a list of certified software vendors.

Dental providers may submit electronic claims up to 30 calendar days from the date the dental services were provided using EDI for real time adjudication.

This option is available to dental providers 24 hours a day, seven (7) days a week; excluding system down-time of:

- Standard service window on Fridays, 12 a.m. to 6 a.m. Eastern Time (as required)
- Maintenance service window on Sundays, 12 a.m. to 6 a.m. Eastern Time.

### Same Day Claim Reversal

A claim reversal transaction is used to reverse a previously submitted and paid EDI Claim. An electronic claim may only be reversed using the EDI system on the **same day that it was submitted**.

To reverse a claim after the date of submission, follow the manual procedures outlined in the NIHB Dental Claims Submission Kit. The Kit may be downloaded from the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre to request a copy.

## Enrolling Additional Dental Offices

If a dental provider practices at more than one dental office, each office must be enrolled with Express Scripts Canada in order to avoid disruption of service for Claims processing and/or payment. If you have not already enrolled a new office, please complete and sign a *Dental Provider Enrolment Form* and **fax to Express Scripts Canada at 905-712-0669**. The enrolment form can be downloaded from the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre to request a copy.

## NIHB Dental Claims Submission Kit

The Kit can be downloaded from the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre to request a copy.