



NIHB NEWSLETTER

NEWS AND INFORMATION FOR NIHB PROVIDERS

www.provider.express-scripts.ca

Dental Providers



Winter 2012

NIHB Forms

Download from the

NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre

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 with the NIHB Program with its own Office ID prior to services being rendered

Fax Completed

Dental Provider Enrolment Form to:

NEW Toll Free Fax No.: 1-855-622-0669

Other Correspondence

Mail to:

Express Scripts Canada
5770 Hurontario St., 10th Floor,
Mississauga, ON L5R 3G5

NIHB PROGRAM DENTAL BENEFITS

Health Canada Regional Offices

PREDETERMINATIONS

Alberta	1-888-495-2516, Ext 3 Fax No.: 1-780-420-1219
British Columbia	1-888-321-5003
Manitoba	1-877-505-0835
Ontario	1-888-283-8885
Quebec	1-877-483-5501

Health Canada Orthodontic Review Centre (ORC)

Phone No.: 1-866-227-0943

Fax No.: 1-866-227-0957

NEW

National Dental Predetermination Centre (NDPC)

All dental predeterminations, client reimbursements, and appeals must be sent to the new National Dental Predetermination Centre (NDPC) located in Ottawa for the following three (3) regions, according to their respective effective dates:

Region	Effective Date
Northern Region (Northwest Territories, Nunavut and Yukon)	September 1, 2012
Saskatchewan	October 1, 2012
Atlantic Region (New Brunswick, Newfoundland and Labrador, Nova Scotia and Prince Edward Island)	November 1, 2012

Note Effective February 1, 2013, Quebec will also join the NDPC. Please see article on page two (2) for further information regarding the NDPC.

National Dental Predetermination Centre Non-Insured Health Benefits First Nations and Inuit Health Branch Health Canada

**Address Locator 1902D
2nd Floor, Jeanne Mance Building
200 Eglantine Driveway
Ottawa, ON K1A 0K9**

Toll Free Phone No.: 1-855-618-6291

Toll Free Fax No.: 1-855-618-6290

NEW INFORMATION

Modified Claim Return Process

Express Scripts Canada is committed to protecting personal information. Privacy affects all aspects of our business from how we communicate with you to how we handle Personal Identifiable Information (PII) and Personal Health Information (PHI).

Effective November 1, 2012, Express Scripts Canada introduced changes to our manual claims processing service.

NIHB claim forms are no longer returned to providers. Private and Confidential claims information is protected while providing providers with the information required to re-submit their claim(s). Claim forms are no longer returned to the provider as a returned claim due to missing and/or incorrect information received. A Provider Return Letter will be mailed to the provider referencing the client name and date of service for the claim(s) received, and the details of why the claim(s) was not adjudicated and not processed.

Centralization of NIHB Dental Predetermination Services in Ottawa

As part of the Government of Canada's Economic Action Plan 2012, the NIHB Program has started centralizing the processing of dental predetermination (PD) services at NIHB Headquarters in Ottawa. The goal of centralization is to gain efficiencies through consolidation. Processing of Dental PD and related services will be transferred from the Health Canada Regional Offices to Ottawa in a phased approach, which started in September 2012. NIHB is confident that this transition will be as smooth as possible for both providers and clients.

Dental PD and appeals must be sent to the new National Dental Predetermination Centre (NDPC) located in Ottawa or the Health Canada Regional Offices, depending on their respective effective dates. The table below includes the effective dates for the transition of each province/territory to the new NDPC.

Region	Effective Date
Northern Region (Northwest Territories, Nunavut and Yukon)	September 1, 2012
Saskatchewan	October 1, 2012
Atlantic Region (New Brunswick, Newfoundland and Labrador, Nova Scotia and Prince Edward Island)	November 1, 2012
Quebec	February 1, 2013
Ontario	April 1, 2013
Alberta	June 1, 2013
Manitoba	September 1, 2013

Additional information regarding the new NDPC will be sent directly to providers via faxes from the NIHB Program.

Note All electronic and manual claims not requiring PD, as well as inquiries related to client eligibility, frequency, and compliance with NIHB coverage criteria, guidelines and policies, should continue to be directed to Express Scripts Canada.

The dental PD process will not be centralized for the BC Region. All PD, client reimbursement and appeal requests will continue to be handled by NIHB's BC Regional Office until further notice.

2013 NIHB Dental Fee Updates

The NIHB Regional Dental Benefit Grids for General Practitioners (GP), Specialists (SP), and Denturists (DN) contain eligible NIHB procedure codes and fees used for the submission of dental claims. The procedure codes listed in the grids are based on the Canadian Dental Association (CDA) Uniform System of Coding and List of Services, Association des chirurgiens dentistes du Québec (ACDQ) and Fédération des dentistes spécialistes du Québec (FDSQ) Fee Guide, and Denturists Association of Canada (DAC) Guide.

The 2013 NIHB dental fee updates are planned for the following dates:

NIHB Dental Fee Updates	Province/Territory
March 1, 2013	New Brunswick Newfoundland & Labrador Nova Scotia Prince Edward Island
April 1, 2013	Northwest Territories Nunavut Saskatchewan Yukon Territories
May 1, 2013	Alberta Ontario
June 1, 2013	British Columbia Quebec
July 1, 2013	Manitoba

NIHB Regional Dental Benefit Grids are located on the NIHB Claims Services Provider Website along with the latest updates, errata and amendments. Upon entering your username and password, within the Dental section click **Dental Benefit Grids** and choose the current year and province/territory of choice.

Dental Compensation Changes

With the 2013 dental fee updates, NIHB will begin paying Specialists fee differentials for selected procedures within their specialty and exam fees related to their specialty. For all other procedures, specialists will be compensated at General Practitioner rates.

Important Message – NIHB Orthodontic Benefit Coverage

Effective December 1, 2012, the following orthodontic services no longer required predetermination, however eligibility will be limited to once (1) in a client's lifetime:

- orthodontic examination (P1000)
- orthodontic diagnostic records (P1100)

NB: Predetermination requirements remain mandatory in regions where a referral process is in place (as outlined below).*

The NIHB Program has lifted this predetermination requirement in order to streamline NIHB's administrative process for orthodontic providers.

Please note that the combination code for 'orthodontic examination and diagnostic records' (P1101) was removed from the NIHB dental benefit list as of December 1, 2012.

Prior to rendering service, providers must contact Express Scripts Canada at 1-888-511-4666 to:

- verify the client's eligibility for these services;
- confirm the client is under the age of 18; and
- ensure a claim has not been paid previously for an orthodontic examination and/or diagnostic records.

Please note that the orthodontic policy, guidelines and criteria still apply.

*REFERRAL PROCESS IMPORTANT REMINDER:

The referral process remains mandatory and predetermination is required for all requests in Yukon, Nunavut, Northwest Territories, and in other regions where a prior approval process exists for access to medical transportation for orthodontic examinations and/or diagnostic records. Providers are reminded to complete the Orthodontic Work-Up Form and include working models as part of their predetermination submission. A confirmation letter will be sent to the treating provider upon review of the referral submission.

Referral submissions or related questions can be directed to the Orthodontic Review Centre (ORC):

Orthodontic Review Centre
Non-Insured Health Benefits
First Nations and Inuit Health Branch
A.L. 1902C, Jeanne Mance Building
200 Eglantine Driveway, Tunney's Pasture
Ottawa, ON K1A 0K9
1-866-227-0943

The Orthodontic Work-Up Form can be found on the ESC website at: www.provider.express-scripts.ca/dentists.html.

NIHB Dental Policy Framework (2005)

NIHB would like to inform providers that, as of January 1, 2013, the NIHB Dental Policy Framework (2005) will no longer be available on the Health Canada website as it is no longer current. Providers are encouraged to consult the NIHB Dental Benefits Guide, which contains the most up-to-date information on the NIHB Program and its policies relevant to dental providers and clients.

The NIHB Dental Benefits Guide can be found and downloaded from the Health Canada website at: www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/_dent/2012-guide/index-eng.php

REMINDERS

Crown Frequency Eligibility

As of November 1, 2012, the NIHB Program implemented a frequency of one (1) crown in any three (3) year period per client as part of the NIHB Crown Policy. Please be reminded that the crown policy, guidelines and criteria still apply and that predetermination (PD) remains mandatory for all crown requests. The NIHB Dental Benefits Guide, and the Dental Policies Section found on the Health Canada Website will be modified to reflect this change.

Radiographs Submissions

Dental providers are reminded that radiographs must be labeled with their date of service. When in receipt of a radiograph where the date indicated reflects the

administrative date and not the date of service, the NIHB Program will return the respective submission unprocessed.

When submitting enlarged digital radiographs, of any type, dental providers are requested to print a measurement scale on the radiograph to facilitate the assessment.

Providers should **not** send radiographs with manual claims to Express Scripts Canada, as they are not required for claims adjudication. Express Scripts Canada will no longer return copies of radiographs to dental providers. The radiographs will be kept with the claim submission however, any **original radiographs** that Express Scripts Canada may receive with providers' claims will be returned to providers' offices.

Laboratory Tests/Analysis Submissions

A copy of the laboratory report is required when dental providers are submitting requests for coverage of laboratory tests/analysis.

NIHB Dental Benefits

Dental providers are reminded to:

- Verify the eligibility of the client;
- Ensure that no limitations will be exceeded; and
- Ensure compliance with NIHB coverage criteria, guidelines and policies.

Claim Corrections and Adjustments

Please note adjustments to previously paid claims must be submitted to Express Scripts Canada as corrections noted on the NIHB Dental Claim Statement.

Predetermination Documentation Requirements

In order for the NIHB Program to review a request for coverage, dental providers must submit all necessary documentation applicable to the dental service in question, as outlined in the respective NIHB policy.

Incomplete Predetermination Submissions

In situations where dental providers are in receipt of their predetermination (PD) submission from the NIHB Program with an indication that there are missing items that prevent the review process to take place, dental providers must resubmit their request with complete supporting documentation, and not only the missing items.

Submitting Dental Manual Claims

Express Scripts Canada is receiving a high volume of manual dental claims that are being returned due to incorrect or missing information supplied on the form (e.g., missing or incomplete payee address, missing verification/signature of dental provider, dental provider number/name and office verification do not match, etc.).

In order to ensure swift claims processing, the following information must be completed by the dental provider and included on the designated claim form:

Client Information

- Client surname, given name and address
- Payee address (if different from the client address), where applicable.

Provider Information

- Provider Number
- Dental provider's name
- Provider's address where work was completed (**must correspond with the current address in the NIHB Program's adjudication system**)
- Office verification/signature of provider.

Claim Information

- Date of service (YYYY-MM-DD)
- Procedure code, international tooth code, tooth surfaces
- Professional fee, laboratory fee, total fee and total fee submitted
- PD number (if applicable).

Client Identification

- Client identification number, or
- Band number **and** family number
- Date of birth.

Note Providers **must** attach the applicable Explanation of Benefits (EOB) to reflect the third party payment(s).

One of the following designated claim forms must be completed, signed, and submitted to Express Scripts Canada:

- Standard Dental Claim Form
- Computer generated form
- *NIHB Dental Claim Form (Dent-29)*.

Note Providers must complete **Pay Client/Guardian** information.

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's Provider Relations Department at 1-855-622-0669**. 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.

Current NIHB Forms

All current NIHB Forms can be downloaded from the NIHB Claims Services Provider Website or by contacting the Provider Claims Processing Call Centre to request a copy.

Express Scripts Canada is receiving predetermination (PD) and post-determination requests from dental providers. Please be informed that Express Scripts Canada does not process these requests. *All PD, post-determination and requests/inquiries must be sent to the respective Health Canada Regional Office or the NDPC for adjudication.* Orthodontic treatment requests must be submitted to the ORC.

Please refer to the front page of this NIHB Dental Newsletter as well as the article, *Centralization of NIHB Dental Predetermination Services in Ottawa* for additional information.

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.