



Please have your Provider Number readily available when contacting the Provider Claims Processing Call Centre at 1-888-511-4666

NEW INFORMATION

Submission of Predetermination and Post-Determination Requests

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 client reimbursement 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.

REMINDERS

NIHB Endodontic Trial Project

Providers are reminded that the NIHB Endodontic Trial Project ended on March 31, 2013. The NIHB Program initiated this two (2) year trial project nationwide, 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.

As of April 1, 2013, the NIHB Program initiated an evaluation of the trial project.

During the evaluation period, providers have two options:

Option 1

Continue to follow the Endodontic Trial Project general conditions, as stated below (no need to send for predetermination).

There is no PD requirement for the following specific RCT procedure codes on permanent bicuspid and first molars:

- 33111, 33121, 33131, 33141;
- Quebec: 33100, 33200, 33300, 33400, 33475, 33111 EN, 33121 EN, 33131 EN, 33141 EN, 33150 PA, 33160 PA, 33170 PA, 33180 PA.

Option 2

Send their requests for predetermination either to their respective Health Canada regional office or, for those regions that have been centralized, to the National Dental Predetermination Centre (NDPC).

Note A frequency limitation of three (3) standard root canal procedures in 36 months is in place for all teeth. Once the frequency has been reached, subsequent standard root canal procedures will require PD.

All claimed endodontic services must meet the current NIHB Endodontic Policy.

Health Canada regional offices/National Dental Predetermination Centre (NDPC) maintain the right to request supporting documentation for paid endodontic cases which will be reviewed against the NIHB Endodontic Policy.

The NIHB Program would like to thank providers for participating in the project.

Centralization of NIHB National 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, client reimbursements, 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. Please refer to the table on the last page of this NIHB Dental Newsletter for the effective dates for the transition of each province/territory to the new NDPC. 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.

Note Orthodontic treatment requests must continue to be submitted to the Orthodontic Review Centre (ORC).

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 have been modified to reflect this change.

NIHB Program Contact Information can be found on the last page of this NIHB Newsletter

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
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 (SP) 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 (GP) rates.

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 the provider due to missing and/or incorrect information received. A Provider Return Letter will be faxed or 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.

A newly completed claim form should be returned to Express Scripts Canada with the updated or missing information. Please fax or mail your completed claim form to:

Toll Free Fax No.: 1-855-486-8599

Mail: Express Scripts Canada
NIHB Dental Claims
3080 Yonge Street, Suite 3002,
Toronto, ON M4N 3N1

GO Green, GO Paperless!

Make e-mail your first choice of communication delivery!

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

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

...Save and share your communications within your office network at the click of your mouse.

...Reduce office space (e.g., filing cabinets) and costs associated with business supplies (e.g., paper, printer, fax machine, etc).

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

Importance of Most Current Provider Information

It is important that the most **current** provider information is provided to Express Scripts Canada otherwise providers may not receive new and important information from NIHB and Express Scripts Canada regarding NIHB coverage.

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, and/or *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 dental provider, and submitted by fax or mail as indicated on the form.

These types of changes include:

- New complete address (e.g., moved), name of clinic/office, banking information (e.g., change or setup), and/or 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.

Radiographs Submissions

Dental providers are reminded that radiographs submitted to NIHB, NDPC and HC Regional Offices must be labeled with the client name, provider name, and date of service (if duplicate radiographs are submitted, they must identify either the right or left side of the client's mouth). 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.

Note Providers should **not** send any 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 upon provider request to the Provider Claims Processing Call Centre.

Laboratory Tests/Analysis Submissions

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

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.

Note The predetermination (PD) process confirms a client's eligibility for treatment and the audit/verification process confirms delivery of the treatment as predetermined. When a PD is issued for dental services, the PD **must** be properly supported in the client's chart. The dental provider is only eligible for payment for the services rendered, regardless of the services approved on the PD.

Incomplete Predetermination Submissions

The NDPC and Health Canada Regional Offices will return incomplete predetermination (PD) submissions unprocessed.

In situations where dental providers are in receipt of their 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 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, please complete all necessary information on the designated claim form. Most common errors are found in the Provider Information and Client Identification sections.

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**); and
- Office verification/signature of provider (**provider who rendered the service should sign or stamp the claim form**).

Client Identification

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

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

Providers must complete all **Pay Client/Guardian** claims on a *NIHB Dental Claim Form (Dent-29)* with the designated "Pay Client/Guardian" box selected.

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.

NIHB PROGRAM CONTACT INFORMATION

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 Forms

Download from the
NIHB Claims Services Provider Website or contact
the Provider Claims Processing Call Centre
www.provider.express-scripts.ca

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

NEW

National Dental Predetermination Centre (NDPC)

All dental predeterminations (PD), client reimbursements, and appeals must be sent to the new National Dental Predetermination Centre (NDPC) located in Ottawa, as of the respective effective dates noted in the table below (for the transition of each province/territory to the new NDPC).

Region	Effective Date
Northern Region (Northwest Territories/Nunavut/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

For British Columbia, all dental PD, client reimbursements and appeal requests will continue to be handled by NIHB's BC Regional Office.

**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

Orthodontic Review Centre (ORC)

Phone No.: 1-866-227-0943
Fax No.: 1-866-227-0957