

### NEW INFORMATION

#### The New NIHB Oral Health Advisory Committee (NOHAC)

The NIHB Program is pleased to announce the official establishment of the NIHB Oral Health Advisory Committee (NOHAC). The NOHAC is comprised of qualified oral health professionals and academic specialists who bring impartial and practical expert opinions, and provide the NIHB Program with evidence-based recommendations. The committee recently held its inaugural meeting where they endorsed NOHAC's Terms of Reference and began to discuss and develop a plan for future meetings. More information on the NOHAC and its members can be found on Health Canada's website at [hc-sc.gc.ca/fniah-spnia/nihb-ssna/provide-fournir/dent-info/oral-health-advisory-committee-comite-consultatif-sante-buccodentaire/index-eng.php](http://hc-sc.gc.ca/fniah-spnia/nihb-ssna/provide-fournir/dent-info/oral-health-advisory-committee-comite-consultatif-sante-buccodentaire/index-eng.php).

#### Coverage Change for Standard Root Canal Treatment on Second Molars

Effective December 9, 2016, the NIHB Program will no longer require a predetermination (PD) for standard root canal treatment (RCT) procedures on second molars. In addition, second molars may be considered for coverage for standard RCT procedures in situations where the first molar is present.

While PD requirements will be removed, the frequency limitation of three (3) RCT procedures in 36-months for all teeth remains in effect. Once the frequency has been reached, any subsequent RCT procedures require a PD. Predetermination continues to be required for all RCT procedures on third molars.

Providers are reminded that RCT procedures on all teeth must meet the current NIHB Endodontic Policy. To ensure ongoing compliance with this Policy, the NIHB Program will continue to monitor RCTs through the PD of other dental services. RCT procedures paid without a PD and found to be non-compliant with the endodontic policy will be subject to payment reversal. Recurrent policy non-compliance may result in a provider having the PD requirement reinstated for RCTs on all teeth.

The NIHB Dental Benefits Guide, including the revised NIHB Endodontic Policy, will be updated in the near future to reflect this change. The current guide can be found and downloaded from the Health Canada website at: [hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/dent/2014-guide/index-eng.php](http://hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/dent/2014-guide/index-eng.php).

#### 2017 NIHB Dental Fee Updates

The NIHB Regional Dental Benefit Grids for General Practitioners (GP), Specialists (SP), Oral Surgeons (OS), Denturists (DN) and Dental Hygienists (HY) 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), Fédération des dentistes spécialistes du Québec (FDSQ) Fee Guides, the Denturists Association of Canada (DAC) Guide and the Canadian Dental Hygienists Association (CDHA) national list of codes.

The 2017 NIHB dental fee updates are scheduled for the following dates:

NIHB Dental Fee Updates	Province/Territory
February 1, 2017	Saskatchewan Northwest Territories Nunavut Yukon
March 1, 2017	New Brunswick Newfoundland & Labrador Nova Scotia Prince Edward Island
April 1, 2017	Alberta Ontario
May 1, 2017	Quebec Manitoba
June 1, 2017	British Columbia

The NIHB Regional Dental Benefit Grids are located on the NIHB Claims Services Provider Website ([provider.express-scripts.ca](http://provider.express-scripts.ca)) along with the latest updates, errata and amendments. Upon entering the Dental section, select **Dental Benefit Grids** and then choose the current year and the desired province/territory.

#### New Electronic Version of the Modification to Provider Information Form

Providers can now easily update their information by using the electronic Modification to Provider Information form that is available on the NIHB Claims Services Provider website at [provider.express-scripts.ca/documents/Dental/Forms/English/NIHB Program Modification to Dental Provider Information Form.pdf](http://provider.express-scripts.ca/documents/Dental/Forms/English/NIHB%20Program%20Modification%20to%20Dental%20Provider%20Information%20Form.pdf).

Please download and use the updated form when submitting any changes to provider information.

## REMINDERS

### **Difficulties Receiving Faxed Communications, Including Predetermination Letters**

Providers who have fax machines which are shared with a telephone line may experience difficulties receiving faxed communications, including predeterminations (PDs) from the NIHB Program. Also, faxes will not transmit if machines are turned off, so it is recommended to keep fax machines turned on at all times (including evenings and weekends). If providers are still experiencing issues receiving faxes, it is suggested that their communication method be amended from fax to mail.

To change the PD communication preference to mail, please complete and submit section A of the NIHB Program Modification to Dental Provider Information Form found at [provider.express-scripts.ca/documents/Dental/Forms/English/NIHB Program Modification to Dental Provider Information Form.pdf](https://provider.express-scripts.ca/documents/Dental/Forms/English/NIHB_Program_Modification_to_Dental_Provider_Information_Form.pdf) or contact the Express Scripts Canada Provider Claims Processing Call Centre.

If providers wish to receive general NIHB Program communications (e.g., newsletters) by email, rather than mail or fax, they can make this selection at the same time as modifying the PD communications preference.

### **Faxing Dental Claims to Express Scripts Canada**

Providers can fax their NIHB claim forms for processing to Express Scripts Canada, including coordinated claims with an Explanation of Benefits (EOB). If preferred, providers can continue submitting original claims by mail.

Electronic claim forms are available at [provider.express-scripts.ca/documents/Dental/Forms/English/NIHB Dental Claim Form.pdf](https://provider.express-scripts.ca/documents/Dental/Forms/English/NIHB_Dental_Claim_Form.pdf). Once completed, forms can be faxed to 1 (888) 249-6098.

If you are not using the electronic claim form, please ensure all submissions are clear and legible. Express Scripts Canada will notify the provider using the Provider Return Letter and request a resubmission if the fax is illegible.

### **NIHB Claims Services Provider Website**

Providers can easily access NIHB Program information, forms, newsletters and fax broadcasts on the NIHB Claims Services Provider Website. This information is publically available and does not require a login ID or password. Providers can continue to access Express Scripts Canada corporate website or go directly to [provider.express-scripts.ca](https://provider.express-scripts.ca). Please bookmark this address for future reference.

## NIHB PROGRAM AND EXPRESS SCRIPTS CANADA CONTACT INFORMATION

### EXPRESS SCRIPTS CANADA

#### Provider Claims Processing Call Centre

***Please have your Provider Number  
readily available***

#### **Inquiries**

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

##### **Fax Dental claims to:**

Toll Free Fax No.: 1 (888) 249-6098

#### Dental Provider Relations Department & Provider Enrolments

*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:**

Toll Free Fax No.: 1 (855) 622-0669

#### Other Correspondence

##### **Mail to:**

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

### NIHB PROGRAM DENTAL BENEFITS

#### NIHB Dental Predetermination Centre (DPC)

##### **Dental Services**

**Non-Insured Health Benefits  
First Nations and Inuit Health Branch**

**Health Canada  
200 Eglantine Driveway  
Address Locator 1902D  
Ottawa, ON K1A 0K9**

Toll Free Phone No.: 1 (855) 618-6291  
Toll Free Fax No.: 1 (855) 618-6290

##### **Orthodontic Services**

**Non-Insured Health Benefits  
First Nations and Inuit Health Branch**

**Health Canada  
200 Eglantine Driveway  
Address Locator 1902C  
Ottawa, ON K1A 0K9**

Toll Free Phone No.: 1 (866) 227-0943  
Toll Free Fax No.: 1 (866) 227-0957

### PREDETERMINATIONS

#### **British Columbia**

The dental PD process is not centralized for the BC Region. All PD, client reimbursement and appeal requests are handled by the First Nations Health Authority.

**First Nations Health Authority  
757 West Hastings Street  
Suite 540**

**Vancouver, BC V6C 3E6**

Telephone: 1 (888) 321-5003

Fax: 1 (604) 666-5815

### NIHB Forms

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