



## NEW INFORMATION

### Fluoride Varnish

Based on the recommendation of the NIHB Oral Health Advisory Committee (NOHAC), effective July 1, 2017 the NIHB Program has added the fluoride varnish procedure to its current coverage as it is the preferred clinical preventive therapy for fluoride. As such, General Practitioners (GPs) and Specialists (SPs) must use the new national NIHB code (12103) when providing fluoride varnish services.

Topical fluoride (codes: 12101; or in QC: 12400 GP, 12400 PA) will continue to be covered by the NIHB Program; however, the new fluoride varnish procedure (12103) is reimbursed at a slightly higher rate.

As per its current policy, the NIHB Program covers one (1) fluoride treatment in any six (6) month period for clients 16 years of age and under. A predetermination (PD) is not required for fluoride services up to the annual maximum allowable.

The Dental Benefits Guide has been updated to reflect this change. To refer to the most recent version of the Guide, please visit the NIHB website [canada.ca/nihb](http://canada.ca/nihb) or the link from Express Scripts Canada Provider website [provider.express-scripts.ca](http://provider.express-scripts.ca).

### Space Maintainers

The NIHB Program has reviewed the coverage of space maintainers and will continue with the current policy based on recommendations made by the NOHAC. As per current policy, space maintainers and procedures associated with space maintainers are **not** covered under the NIHB Program. These services are considered only as part of an approved comprehensive orthodontic treatment plan, and costs are included in the approved overall amount.

### Clarification on the Age Limit for Sealants and Preventive Resin Restorations

NIHB would like to clarify the new age limit for sealants and preventive resin restorations which was announced in the Summer 2017 newsletter. The article should have stated that effective June 23, 2017, the NIHB Program increased the age limit to 17 years of age and under for these services.

Information on preventive services is available in the Dental Benefits Guide under section 8.5.2. at [canada.ca/en/health-canada/services/first-nations-inuit-health/reports-publications/non-insured-health-benefits/dental-benefits-guide-non-insured-health-benefits-program.html](http://canada.ca/en/health-canada/services/first-nations-inuit-health/reports-publications/non-insured-health-benefits/dental-benefits-guide-non-insured-health-benefits-program.html).

### Updated Fillable Forms

Electronic fillable forms have been updated and are available for download from the NIHB provider website at [provider.express-scripts.ca](http://provider.express-scripts.ca). The newest fillable forms include:

- NIHB Dental Claim Form
- NIHB Modification to Dental Provider Information Form
- Independent Dental Hygienist Provider Enrolment Form
- Dental Provider Enrolment Form

## REMINDERS

### Laboratory Fee Submission

Where there is a commercial laboratory charge in conjunction with professional services provided, the commercial laboratory amount shown on the claim form must be the **exact amount** as on the commercial laboratory invoice and/or receipt. When several commercial laboratory charges occur for one service, the laboratory charges are to be consolidated into one total amount on the claim form.

Please keep copies of all commercial laboratory invoices and/or receipts as per record keeping guidelines specific to the provincial/territorial regulatory body, as these may be requested for claims verification. At the time of a claim verification request, please provide all applicable laboratory invoices and chart notes related to the date of service.

### Delivery of Crowns

Only single unit metal (27301; QC: 27300 GP, 27202 PR) and porcelain fused to metal (27211; QC: 27210 GP, 27225 PR) crowns are eligible for coverage under the NIHB Program. All other crowns are considered exclusions and are not eligible for coverage or appeals.

The NIHB Program will not consider the re-submission for payment in a situation where a provider removes the ineligible crown inserted initially (e.g. zirconia, e-max, etc.) and replaces it with an eligible crown. Claims for eligible and approved crowns must not be submitted prior to the cementation and/or insertion date as the services must be rendered first.

## Documentation Requirements for Claim Verification Purposes

Providers must retain client records and charts, electronic or hard copies, in accordance with provincial/territorial requirements related to services rendered and claimed. When reviewing documentation for verification purposes, Express Scripts Canada uses the descriptions outlined in the following documents: Canadian Dental Association Uniform System of Coding and List of Services, Association des chirurgiens dentistes du Québec (ACDQ) Fee Guide and Description of Dental Treatment Services, Federation of Dental Specialists of Québec Fee Guide, Denturist Association of Canada Fee Guide, Canadian Dental Hygienists Association National List of Service Codes, and/or Provincial/Territorial Dental Fee Guides (Dental Hygienists, Denturists, General Practitioners and Specialists) where applicable.

Detailed information regarding the Claim Verification Program is located in Express Scripts Canada Dental Claims Submission Kit (Section 5). For current information, consult the online version of the Kit available at [provider.express-scripts.ca](http://provider.express-scripts.ca).

## Office Verification Signature

The signature field on the NIHB Dental Claim form is **limited** to the **registered provider**. The provider claiming services must sign the field OFFICE VERIFICATION/SIGNATURE OF PROVIDER themselves, as oppose to other dental professional/staff. If the signature does not match the name of the provider rendering the services, the claim will be returned.

<b>*OFFICE VERIFICATION/SIGNATURE OF PROVIDER:</b>
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## Client's Address on Claim Forms

Please ensure that a client's complete address is included on the dental claim form, as this information is required for claims processing. For example, if the P.O. box number is missing, the claim cannot be processed and will be returned to the provider. Below is an example of the completed section on the NIHB Dental Claim Form. To access the form, visit [provider.express-scripts.ca](http://provider.express-scripts.ca).

PART ONE – TO BE COMPLETED BY THE PROVIDER	
<b>CLIENT INFORMATION</b>	
JOHN	
*SURNAME	SMITH
*GIVEN NAME	PO BOX 1A
*ADDRESS	
APT.	OTTAWA
*CITY	ON
*PROVINCE	A1A1A1
	*POSTAL CODE

## Where to send Predetermination Submissions

Providers are reminded that all predetermination (PD) and post determination submissions pertaining to dental services, including orthodontic services, must be sent to the NIHB Dental Predetermination Centre (DPC) for adjudication. Contact information for the DPC is included on the last page of the newsletter.

## Consulting the Dental Benefits Guide

Providers are encouraged to consult and retain the most current version of the Dental Benefits Guide that is available at [canada.ca/nihb](http://canada.ca/nihb) or [provider.express-scripts.ca](http://provider.express-scripts.ca). In addition, policy changes are communicated via these regular newsletter publications.

## NIHB PROGRAM AND EXPRESS SCRIPTS CANADA CONTACT INFORMATION

### EXPRESS SCRIPTS CANADA

#### Provider Claims Processing Call Centre

***Please have your provider number  
readily available***

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 claims to:**

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

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

1 (888) 249-6098

#### Provider Relations Department

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

##### **Fax Completed Enrolment Forms to:**

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 Telephone 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 Telephone 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 No.: 1 (888) 321-5003  
Fax No.: 1 (604) 666-5815

#### NIHB Forms

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