



NEW INFORMATION

Updated Dental Benefit Guide Now Available

The *Dental Benefits Guide* has been updated and reflects current NIHB Program policies relevant to dental providers and clients. Hyperlinks are included in the Guide for quick access to related forms and Program information.

Please retain the most current version of the Guide which is available at canada.ca/en/health-canada/services/non-insured-health-benefits-first-nations-inuit/benefits-services-under-non-insured-health-benefits-program/dental-care-benefits.html.

New Electronic Dental Forms

Providers can now easily enrol in the NIHB Program by completing the electronic Dental Provider Enrolment Form and Dental Hygienist Provider Enrolment Form that are available on the NIHB Claims Services Provider website at provider.express-scripts.ca/dental/forms.

Please fax or mail the completed and signed enrolment form to Express Scripts Canada.

The following fillable electronic forms are also available on the NIHB Claims Services Provider website:

- NIHB Completion of Active Orthodontic Treatment Form
- NIHB Orthodontic Summary Sheet
- NIHB Referral for Orthodontic Examination and Diagnostic Records

Please ensure the most current version of Adobe Reader is used when completing fillable forms.

REMINDERS

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 available on the NIHB Claims Services Provider Website (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.

NIHB Endodontic Policy Compliance Monitoring

Providers are reminded that root canal treatment (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 predetermination (PD) of other dental services (e.g., crowns). RCT procedures paid without a PD and found to be non-compliant with the NIHB 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.

Although PD is no longer required for standard RCT on anteriors, bicusps, first and second molars, providers may choose to submit their requests for review to the Dental Predetermination Centre with supporting documentation. Requests will be reviewed against the guidelines and criteria of the NIHB Endodontic Policy.

Clarification on Service Delivery for Crowns

Providers are reminded that **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 (e.g., zirconia, e-max, etc.), are excluded under the Program and are not eligible for coverage or considered for appeal.

Non-eligible crowns billed under eligible codes are subject to recovery. Resubmission of an eligible crown to replace an ineligible one that has already been inserted is not permitted.

Legibility Requirement for Manual Form Submission

If providers are not using the fillable claim forms, they must ensure all manual (by fax or mail) form submissions are clear and legible. Express Scripts Canada will notify the provider using the Provider Return Letter and request a resubmission if the form is illegible. Fillable claim forms are available at provider.express-scripts.ca.

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., 10th 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.