

NEW INFORMATION

Changes to NIHB Preventive Services

Following recommendations from the NIHB Oral Health Advisory Committee (NOHAC), the NIHB Program has implemented the following changes.

Frequency Change for Scaling and Root Planing for Children

Effective April 1, 2017, the NIHB Program has changed the frequency of coverage for scaling and root planing for children 0 to 16 years of age.

	Previous Frequency	New Frequency
0-11 years	0.5 unit in any 6 month period	1 unit in any 12 month period
12-16 years	1 unit in any 6 month period	2 units in any 12 month period

The number of units eligible annually has not changed, however the frequency period has changed from 6 months to 12 months. For additional units above the annual maximum, a predetermination (PD) is required.

Increased Coverage for Sealants and Preventive Resin Restorations

Effective June 23, 2017, the NIHB Program will increase the coverage for sealants and preventive resin restorations:

- Coverage for sealants and preventive resin restorations has been extended to include bicuspid
- The age limit for coverage of these services has been increased from 14 to 18 years of age
- There is a lifetime limit of 2 sealants/preventive resin restorations per eligible tooth

The NIHB Program will cover sealants and preventive resin restorations on the occlusal surface of permanent molars, bicuspid and on the lingual surface of permanent maxillary incisor teeth, where surfaces are unrestored.

The *Dental Benefits Guide* will be updated to reflect these changes. For the most recent version of the Guide, please visit the NIHB web site canada.ca/nihb or Express Scripts Canada Provider website provider.express-scripts.ca.

2017 Claims Submission Kit

The NIHB Dental Claims Submission Kit sets out terms and conditions for the submission of claims under the NIHB Program. The 2017 Kit is now available on the NIHB Claims Services Provider website at [provider.express-scripts.ca/documents/Dental/Claims Submission Kit/NIHB Dental Claims Submission Kit.pdf](http://provider.express-scripts.ca/documents/Dental/Claims%20Submission%20Kit/NIHB%20Dental%20Claims%20Submission%20Kit.pdf). Providers who do not have Internet access or email are invited to contact the Provider Claims Processing Call Centre to request a copy.

NIHB to Attend Saskatchewan Dental Conventions

We are pleased to inform you that NIHB Program representatives will be attending the Saskatchewan Oral Health Professions Annual Conference on September 28-29, 2017 at the Evraz Place in Regina. The NIHB Program will be at booth 18.

Providers attending can visit the NIHB Program's booth at the event. The NIHB Program representatives will be on hand to share information and answer questions.

REMINDERS

Consulting the Dental Benefits Guide

Providers are encouraged to consult and retain the most current version of the Dental Benefits Guide. Policy changes are communicated via the regular newsletter publication, and the NIHB Program updates the Dental Benefits Guide on a quarterly basis, when needed, to reflect policy changes communicated through provider and client newsletters. To refer to the most recent version of the Guide, please visit canada.ca/nihb or provider.express-scripts.ca.

Outcome of Predetermination Review

Providers are reminded that PD confirmation letters contain the results of the PD submissions.

The **Predetermination Line Level Comments** section, located in the lower portion of PD confirmation letters, provides important details regarding the review outcome (approved, denied or on hold) of a submission, such as the start date for approvals, specific rationale for denials and required missing information for on hold submissions.

Claims Older than One Year

Providers are reminded that to be considered for payment, claims must be submitted to the NIHB Program within one (1) year from the date of service. The service must be an eligible benefit under the NIHB Program and all NIHB policies and requirements for coverage apply. Claims older than one (1) year from the date of service will not be reimbursed.

Reminder – Submitting Dental Benefit Appeals

To avoid delays in processing your dental benefit appeals for clients, and to help ensure confidentiality of the information provided, please remember to label your envelopes and your appeal letters APPEAL-CONFIDENTIAL. More information on the dental appeal process can be found on canada.ca/nihb under Appealing a decision.

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.

Indian Status Card, NIHB Client Identification and Card Renewal Date

For registered First Nations clients, their Indian status registration number also serves as their NIHB client identification number, and is required on all claims, predeterminations, and post-determinations. It is recommended that First Nations clients present their Indian status card (either a paper-laminate Certificate of Indian Status or a Secure Certificate of Indian Status) at the point-of-service to ensure that client information is entered correctly and to protect against mistaken identity.

It is important for providers to be aware that a First Nations NIHB client should not be denied services because a renewal date on their Indian status card has passed. Service providers can still use the Indian status registration number to submit NIHB claims. Providers can call the Express Scripts Canada call centre to verify client eligibility with NIHB.

Please note that Inuit clients do not have status cards and are assigned an N number (a client identification number used by the NIHB Program). For eligible Inuit from the Northwest Territories or Nunavut, their N number is linked to their territorial health card, so their health card number can be used to submit claims. Inuit clients who do not have a territorial health card should provide photo identification, and will also need to provide their NIHB N number.

Clients can contact their NIHB Program Regional Office for assistance with their status card or N number.

Writing Pay Client/Subscriber on Dental Claim Forms

By writing pay client/subscriber anywhere on the standard dental claim form, in the subscriber signature box (fig.1) or by crossing out the entire box with an X (fig.2), funds will be paid directly to the NIHB client rather than the dental provider regardless if the client signs the waiver box.

Fig.1: Example of using *pay client/subscriber* on the standard dental form.

Fig.2: Example of crossing out the entire box on the standard dental form.

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.