



**Independent Dental Hygienist Provider Program
With the First Nations Health Authority (FNHA)
Health Benefits Program
June 2016: Version 1.0**

Frequently Asked Questions and Answers

What is the FNHA Health Benefits Program?

Traditionally Health Canada's Non-Insured Health Benefits Program (NIHB) has provided coverage for benefit claims for all eligible First Nations people and Inuit in Canada. With the signing of the Tripartite Framework Agreement on First Nation Health Governance in British Columbia, the NIHB BC-region health services for First Nations residing in BC were transferred to the First Nations Health Authority (FNHA) in 2013. As the health and wellness partner to BC First Nations clients, the First Nations Health Authority supports community-based health service delivery for 203 communities in the province through 135 Health Centres. The FNHA Health Benefits Program provides coverage for benefit claims to meet medical or dental needs not covered by provincial, territorial, or other third party health insurance for First Nations living both on- and off-reserves in BC. Currently, FNHA Health Benefits dental claims are managed through a buy-back arrangement with Health Canada's Non-Insured Health Benefit (NIHB) program using the claims processor Express Scripts Canada. It is important to note that NIHB is responsible for and continues to provide benefits claims coverage for eligible Inuit in British Columbia.

Can all Registered Dental Hygienists (RDH's) in British Columbia enrol with NIHB in order to provide services to FNHA clients?

No, only dental hygienists who are registered to practise and are in good standing with the College of Dental Hygienists of British Columbia (CDHBC) may enroll. In addition, dental hygienists must satisfy the CDHBC's regulations that describe conditions under which dental hygienists are permitted to work as independent practitioners. If you are unsure as to whether you are authorized to practise independently, please contact the CDHBC.

A culturally safe health system is one where people feel safe and respected when receiving care because their culture, values and preferences are taken into account. FNHA upholds cultural safety and humility as essential dimensions in its healthcare delivery program. As such, dental hygienist providers who are interested in working with FNHA clients are required to complete Indigenous Cultural Safety (ICS) training. San'yas ICS is available through the Provincial Health Services Authority online at <http://www.sanyas.ca/>. This unique, facilitated on-line cultural safety training program is designed to increase knowledge, enhance self-awareness, and strengthen the skills of those who work both directly and indirectly with Aboriginal people.

Conditions of enrolment in the NIHB Program for the provision of services to FNHA clients include:

- Verification of registration with the CDHBC; and
- Validation of successful completion of the Indigenous Cultural Safety (ICS) training.

Who is responsible for verifying the credentials of independent registered dental hygienists in the FNHA Health Benefit Program?

The CDHBC will verify completion of the ICS training with the FNHA Health Benefits program. Express Scripts Canada will process the dental hygienist applicant's registration and confirm authorization to enroll as an independent provider.

How do I register to provide services to FNHA Health Benefits Program clients?

Please visit the Express Scripts Canada Provider website at <http://provider.express-scripts.ca/documents/Dental/Forms/English/Dental%20Hygienist%20Provider%20Enrolment%20Form.pdf> to access the NIHB Dental Hygienist Provider Enrolment Form.

The enrolment form must be completed, signed and sent to Express Scripts Canada, Provider Relations:

By fax: 1-855-622-0669

By mail: Express Scripts Canada, Attention: Provider Relations, 5770 Hurontario St., 10th Floor, Mississauga, ON L5R 3G5

What if I am already enrolled with Express Scripts Canada through CDHA?

The NIHB program for FNHA clients is a separate program from Express Scripts Canada. Although your CDHA Unique Identifier Number (UIN) will remain the same, you will need to submit a completed NIHB Dental Hygienist Enrolment Form to Express Scripts Canada in order to submit claims to NIHB for FNHA clients.

Following your enrollment with the NIHB Program for FNHA clients, you will be provided with an NIHB provider number.

How will I be informed of my enrolment status?

Express Scripts Canada will send a confirmation of the enrolment directly to you by mail. The term of the enrolment will commence in British Columbia on the effective date (July 1, 2016 or thereafter) of the NIHB Provider Number issued by Express Scripts Canada.

What is the independent dental hygienist's responsibility concerning client status?

The dental hygiene provider is responsible to verify that a client is eligible for benefit coverage under the FNHA Health Benefits Program. It is recommended that providers confirm the client's status as a registered First Nations individual as well as their BC residency. This can be done by viewing their status card and MSP personal health card. It is the responsibility of the provider to verify that the client is the same person that is indicated on the client status card. In some cases, clients may not have a physical copy of their "certificate of Indian status" (card), but are able to provide their 10-digit status number. Providers may also contact FNHA Health Benefits Unit toll free at 1-800-317-7878 to confirm client status (select the "dental" when prompted).

What is my responsibility concerning client and service eligibility under the NIHB program for FNHA clients?

The dental hygiene provider is responsible for confirming client and service eligibility. Service eligibility inquiries for BC FNHA clients should be directed to Express Script Canada toll free at 1-855-511-4666.

Client eligibility for BC First Nations under the FNHA Health Benefits Program should be directed to the FNHA Health Benefits Unit toll free at 1-800-317-7878 (select “dental” when prompted).

What dental hygiene services are eligible under the NIHB program for FNHA clients?

Eligible dental hygiene services for BC First Nations are categorized into two (2) schedules on the NIHB benefit list:

- **Schedule A services** - do not require predetermination; however, they are governed by annual or bi-annual frequencies.
- **Schedule B services** - always requires predetermination; please submit your treatment plan on a standard dental claim form with all supporting documentation by mail to the FNHA Health Benefits program.

For a detailed list of eligible services, please consult the NIHB fee guide for BC at:

http://provider.express-scripts.ca/documents/Dental/Dental%20Benefit%20Grids/2016/British%20Columbia/British%20Columbia_Dental%20Hygienist_June%201%202016_EN.pdf

For information related to policies and frequency limitation of eligible dental hygiene services under the NIHB program for FNHA clients, please refer to the NIHB fee guide (see section *Reference Documents*).

How should the independent dental hygienist proceed in a community where the First Nations Health Authority’s Children’s Oral Health Initiative (COHI) services are available?

Children 0-7 years of age who are eligible to receive COHI treatment in their community **are not** eligible for dental hygiene services under the NIHB program for FNHA clients. To avoid duplication of preventive services, it is recommended that dental hygiene providers enrolled in the NIHB program for FNHA clients in BC confirm with the parent/caregiver/guardian if the child is enrolled in COHI, and if COHI services are planned by another provider. FNHA encourages dental hygiene providers to work closely with the British Columbia Dental Hygienists Association and the FNHA to coordinate services on reserve.

What happens if a dental hygiene service is rejected based on frequency limitation?

If Express Scripts Canada rejects an NIHB claim for a dental hygiene service provided to an FNHA client based on a frequency limitation, the dental hygiene provider can submit a request for post-determination by mail to:

First Nations Health Benefits Program – Dental Unit
First Nations Health Authority
540 – 757 West Hastings Street

Vancouver, BC V6C 1A1

In order to be considered, the post-determination must include a rationale with supporting documentation.

Please refer to the FNHA Health Benefits Program Dental Hygiene Provider check-list for pre-determination requirements.

In order to avoid a claim rejection, it is recommended that the dental hygiene provider pre-verify treatment under the NIHB program by contacting:

Express Scripts Canada Provider Claims Processing Call Centre:
Toll Free Phone No: 1-855-511-4666

What form should be used to submit claims for dental hygiene services under the FNHA Health Benefits Program?

Electronic forms can be submitted on a generic standard claim form. Paper claims must be submitted on a NIHB Dental Claim form (Dent-29) which is available on the Express Scripts Canada website, at <http://provider.express-scripts.ca/documents/Dental/Forms/English/NIHB%20Dental%20Claim%20Form.pdf>.

How do I submit claims electronically and/or manually?

Claims must be sent to Express Scripts Canada either:

- Electronically (through EDI – Electronic Data Interchange through CDHA-ACHDnet). Providers must be a CDHA member and have a CDHA-ACHDnet# in order to submit claims electronically. To learn more and to sign up with CDHA-ACHDnet, please visit www.cdha.ca/IPN.
- Manually (by mail, paper submission).
 - A provider who is not a CDHA member and does not have a CDHA-ACHDnet# must use the NIHB Provider Number assigned to them by Express Scripts Canada, and submit the claim using the NIHB Dent 29 form.
 - A provider who is a CDHA member and has a CDHA-ACHDnet# must use this Unique Identifier Number (UIN) to submit claims manually. An NIHB Dent 29 form must be used for submitting paper claims.

Pre-determination/post-determination Requests

Predetermination/post-determination requests must be sent to the FNHA Health Benefits program by mail:

First Nations Health Benefits Program – Dental Unit
First Nations Health Authority
540 – 757 West Hastings Street
Vancouver, BC
V6C 1A1

What if the client is also covered under another plan?

If a client is covered by another plan, the other plan must be accessed first for payment and then a completed NIHB Dental Claim Dent-29 form (if paper claim submission) or generic dental claim form (if electronic claim submission), along with an explanation of benefits statement must be sent to Express Scripts Canada to process the claim and apply the coordination of benefits. The FNHA Health Benefits Program will consider reimbursing the difference up to the maximum allowable under the NIHB fee guide for BC.

Is balance billing or upfront payment permitted under the FNHA Health Benefits Program?

No. The signed agreement (NIHB provider enrolment form) stipulates that independent dental hygienists are not permitted to balance bill or ask for upfront payment from eligible NIHB clients. These policies are also applicable to services provided to FNHA clients while FNHA continues to buy-back claims processing and payment services from NIHB. FNHA Health Benefits fees for enrolled independent dental hygienists are set out in the NIHB Fee Guide for BC. Dental hygiene services must be provided without direct charge to the client.

How are dental hygienists paid through the NIHB Program for FNHA clients?

The Dental Claim Statement accompanies the claims payment cheque and provides information about each dental claim processed. If payments are made through EFT, the monies are deposited in the Provider's designated bank account, and the Dental Claim Statement is mailed to the Provider's business address. The Dental Claim Statement may provide additional client identification information, which should be added to the client's records and be used for all future claims submissions.

The Dental Claim Statement lists all submitted and entered claims settled, adjusted claims, and all claims returned during the current period. Returned Claims include the appropriate reject message explaining the reason each Claim was not paid. Express Scripts Canada issues the Dental Claim Statement twice a month on the 1st and 16th in either English or French, depending on the Provider's language of choice.

What is the dental hygienist's responsibility concerning the referral process in a situation where the client does not have a treating dentist?

In order to ensure continuity in service delivery, the dental hygiene provider is responsible for providing the client with the appropriate referral form.

Clients inquiring about dental hygiene providers who are enrolled in the NIHB program for clients may be advised to seek assistance from FNHA Dental Benefits coordinator at the FNHA Dental Unit number listed below.

What is the independent dental hygienist's responsibility under the provider audit program?

In order for providers enrolled with Express Scripts Canada to claim directly for services provided to FNHA clients, they must retain client records and charts (electronic or hard copies)

which support the services rendered and claimed. Upon request, the provider must supply copies of any and all records and charts related to the claim(s) under review.

In the case of an on-site audit, the provider must either grant access to, or work jointly with, Health Canada's Claims Processor in order to gain access to the location where client records and charts are kept, (for example; Community Health Centre). For audit program details, please refer to <http://provider.express-scripts.ca>.

Reference documents:

NIHB Dental Claims Submission Kit at <http://provider.express-scripts.ca/documents/Dental/Claims%20Submission%20Kit/NIHB%20Dental%20Claims%20Submission%20Kit.pdf>

NIHB Dental Benefits Guide at <http://www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/dent/2014-guide/index-eng.php>

Contact Information

For enrolments, service eligibility, and claims processing inquiries:

Express Scripts Canada Provider Enrolments
Toll Free Fax No.: 1-855-622-0669

Express Scripts Canada Provider Claims Processing Call Centre:
Toll Free Phone No: 1-855-511-4666

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

For dental policies, FNHA client eligibility, and predetermination/post-determination inquiries:

First Nations Health Benefits Program – Dental Unit
First Nations Health Authority
540 – 757 West Hastings Street
Vancouver, BC
V6C 1A1
Toll Free Phone No.: 1-888-321-5003
Fax No.: 604-666-5815

For Unique Identification Numbers (UIN), CDHA-ACHDnet inquiries:

Canadian Dental Hygienists Association
1122 Wellington St W
Ottawa, ON K1Y 2Y7
Toll Free Phone No.: 1-800-267-5235
Fax No.: (613) 224-7283

info@cdha.ca
www.cdha.ca/IPN