



NEW INFORMATION

Clarification on the Payment and Reimbursement Policy

All claims must be received by the NIHB Program within one (1) year from the date of service to be eligible for payment or reimbursement. The service must be an eligible benefit under the NIHB Program on the date of service, and all policies and requirements for coverage apply.

This policy applies to payments to NIHB enrolled providers for services rendered, and reimbursements to clients who have paid fees directly to an NIHB-recognized provider for eligible services.

Note:

- The one (1) year policy applies to the initial claim submission and includes all subsequent resubmissions following a rejection under NIHB (e.g. missing required data elements; incorrect procedure code used, client has alternative coverage, etc.).
- The co-ordination of benefits with other plans must also be completed within one (1) year from the date of service.

Claims older than one (1) year from the date of service are not eligible for payment or client reimbursement and therefore will not be accepted for processing.

Partial Denture Trial Project

On February 19, 2018, the NIHB Program, in consultation with the Canadian Dental Association (CDA), the Association des chirurgiens dentistes du Québec (ACDQ), and the Denturist Association of Canada (DAC) initiated a nationwide eight (8) year partial denture trial project. The project will assess the merits, feasibility and appropriateness of a streamlined predetermination (PD) submission process for partial dentures under the NIHB Program.

Providers wishing to participate in the trial project must submit their trial project predetermination requests by fax at: 1 (833) 517-0378. Providers of clients under the First Nations Health Authority (FNHA) must call the FNHA toll free line for information on their process pertaining to the partial denture trial project at: 1 (888) 321-5003.

Each predetermination (PD) submitted under the trial must be accompanied by a completed and signed NIHB Partial Denture Trial Project Form, available for download and printing on NIHB Provider Claims Processing Express Scripts Canada website at provider.express-scripts.ca/dental/forms. Read the form carefully as it outlines the requirements under the project, including the criteria for coverage.

Please be reminded that only submissions for new or replacement partial dentures that meet the frequency guidelines stated in the [NIHB Removable Prosthodontic Policy](#) are accepted by fax under the trial project.

All other dental services requiring PD must follow the regular PD process and are not to be faxed to the dedicated project fax line. This includes partial denture cases that do not meet frequency guidelines. Any such PD requests submitted to the trial project fax will not be processed and the provider will be notified.

The table below summarizes and compares the trial project submission process to the regular PD process for partial dentures.

	Accepted under the Partial Denture Trial Project	All other Cases must Follow the Regular PD Submission Process
Type of cases submitted	Eligible partial dentures meeting frequency requirements	All other eligible services requiring PD, including partial dentures not meeting frequency requirements
PD request must be submitted by:	FAX: 1-833-517-0378	MAIL: Dental Predetermination Centre 200 Eglantine Driveway Address Locator 1902D Ottawa, ON K1A 0K9
NIHB Partial Denture Trial Project Form	Required for each case; FAX: 1-833-517-0378	Not required
Supporting Documentation	Do not send documentation; Keep it on file for the duration of the project	MAIL documentation to the DPC
Periodontal Criteria	The periodontal criteria below <u>will not</u> be applied for the duration of the project	The periodontal criteria below <u>will not</u> be applied for the duration of the project

Periodontal Criteria:

All abutment teeth must have: adequate periodontal support, based on alveolar bone levels (crown to root ratio of at least 1:1) visible on submitted radiographs; and absence of active periodontal disease.

If there is evidence of periodontal disease, the NIHB Program will not consider coverage for a cast partial denture. However, in such situations, the Program may consider coverage for an acrylic partial denture.

(References from Dental Benefits Guide, section 8.6.2.)

2018 Claims Submission Kit

The NIHB Dental Claims Submission Kit sets out terms and conditions for the submission of dental claims under the NIHB Program. The 2018 Kit is now available on the NIHB Claims Services Provider website at provider.express-scripts.ca/dental/claims-submission-kit. Providers who do not have Internet access or email are invited to contact the Provider Claims Processing Call Centre to request a copy.

Indigenous Services Canada

On December 4, 2017, the Government of Canada created the new department, Indigenous Services Canada. As part of this change, programs and services currently delivered by the First Nations and Inuit Health Branch (FNIHB) of Health Canada, including NIHB, have become part of Indigenous Services Canada.

We want to assure you that this transition does not affect providers delivering services to NIHB clients. Provider enrolment and claims processing functions have not changed, and all Program contact information remains the same.

REMINDERS

Avoiding Claims Rejection and Processing Delays

To help avoid rejection of claims and delays in processing, providers are reminded of the following important information:

- Services above Program frequency guidelines require PD. Frequency guidelines can be found in the Dental Benefits Guide.
- A provider can verify client eligibility for a dental benefit by calling the Express Scripts Canada Provider Claims Processing Call Centre at 1-888- 511-4666.
- PD requests must be sent to the NIHB Dental Predetermination Centre (DPC) with supporting documentation and a rationale. Refer to the last page for DPC contact information.
- When a provider has obtained a PD number for a requested dental service, providers must record the applicable PD number on the claim line for the approved procedure code. Failure to write the PD number may result in the claim being rejected.
- Eligible codes under the Program can be found in the Regional Dental Benefit Grids which are located on the NIHB Claims Services Provider Website at provider.express-scripts.ca.

For more detailed information on claims processing, please refer to the NIHB Dental Claims Submission Kit section 6.2 Provider Responsibilities.

Please note that PD dental requests (excluding orthodontic requests) for British Columbia (BC) clients must be sent to the BC First Nations Health Authority for adjudication.

Non-responses to Next Day Claim Verification Audit Program

On behalf of the NIHB Program, Express Scripts Canada reviews a sample of dental claims submitted by providers the day following receipt to ensure that claims paid for services provided to clients are made in accordance with Program policies and are consistent with Section 5 General Claims Submission Procedures outlined in the Dental Claims Submission Kit.

Please note, an incomplete or non-response to the audit request within the specified timeframe may result in a claim reversal. All responses are kept confidential.

2018 NIHB Dental Fee Updates

NIHB regional dental fee updates have been scheduled to take place from February to June 2018 as indicated in the table below. The updated fees will appear in the NIHB Regional Dental Benefit Grids, organized by general practitioners (GP), specialists (SP), oral surgeons (OS), denturists (DN) and dental hygienists (HY). The grids contain maximum NIHB fees for eligible procedure codes.

The 2018 NIHB Regional dental fee updates are planned for the following dates:

NIHB Dental Fee Updates	Province/Territory
February 1, 2018	Saskatchewan Northwest Territories Nunavut Yukon
March 1, 2018	New Brunswick Newfoundland & Labrador Nova Scotia Prince Edward Island
April 1, 2018	Alberta Ontario
May 1, 2018	Quebec Manitoba
June 1, 2018	British Columbia

NIHB Regional [Dental Benefit Grids](#) are available on the [NIHB Claims Services Provider Website](#) 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 and corresponding provider specialty (e.g., GPSP, HY, DN and OS).

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) and Fédération des dentistes spécialistes du Québec (FDSQ) Fee Guides, the Denturists Association of Canada (DAC) Procedure Codes Master List, and the Canadian Dental Hygienists Association (CDHA) national list of codes.

Requirements for Pulpectomies and Pulpotomies Coverage

If a pulpectomy/pulpotomy and/or open and drain, including temporary restorations, is performed by the same provider/same office within a three-month time period on a tooth for which root canal therapy is claimed, the fee for the pulpectomy/pulpotomy and/or open and drain must be deducted from the final root canal therapy fee at the time of claim submission by the provider.

Providers are encouraged to consult the most current version of the Dental Benefits Guide, section 8.4.5 for more information.

Consulting the Dental Benefits Guide

To reflect current NIHB Program policies, the [Dental Benefits Guide](#) will be updated on a quarterly basis, concurrent with the NIHB Dental newsletters. Providers are encouraged to update their printed or electronic copies by visiting canada.ca/nihb.

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**

**Indigenous Services 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**

**Indigenous Services 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.