



NEW INFORMATION

Coverage for Unregistered Infants

In order to allow parents additional time to register their children, unregistered-infants with an NIHB-eligible parent (registered First Nations person or recognized Inuk) are now eligible for coverage under the NIHB Program until they reach the age of 18 months. Previously this coverage was provided to unregistered-infants up to one year of age.

To submit a claim for an unregistered child under the age of 18 months, providers should call the Dental Predetermination Centre (DPC) for assistance. A temporary NIHB client number will be issued and can be used to process claims until the child reaches 18 months of age. New numbers requested before noon (ET) on each Wednesday will be issued the same week; temporary client numbers will be active for billing purposes at 5 p.m. (ET) every Thursday.

REMINDERS

Sedation Medication Costs

As stated in the NIHB Sedation and General Anaesthesia Policy, fees for eligible general anaesthesia and sedation codes include the cost of sedation medication and the induction technique procedure, regardless of route of administration (e.g., parenteral, injection). This applies to general anaesthesia, deep, moderate and minimal sedation, including oral sedation codes.

Coverage requests for sedation medication are not eligible under the NIHB Program.

For more information on the NIHB Sedation and General Anaesthesia Policy, please consult the [Dental Benefits Guide](#).

Indian Status Card, NIHB Client Identification and Card Renewal Date

It is the responsibility of the provider to verify the client's identity prior to rendering services.

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.

First Nations NIHB clients should not be denied services because a renewal date on their Indian status card has passed. Note that Indian Status does not expire. Service providers can still use the Indian status registration number to submit NIHB claims. Providers can call the Express Scripts Canada Provider Claims Processing 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, therefore 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.

Procedure Codes for Denturist Additional Repair Materials

The additional repair materials (ARM) procedure codes (71309, 71310, 71311, 71313, 71314, 71315, 71010 and 72021) are assigned only a fixed internal lab fee and are to be used, when appropriate, only in conjunction with and in addition to eligible regular repair procedure codes*.

These ARM procedure codes, as with eligible regular repair codes, do not require a predetermination (PD). They can be sent directly to Express Scripts Canada for payment except where a submission involves multiple claim lines for the same ARM code, for the same client, on the same date of service (DOS) (see examples below). Denturists must send submissions involving multiple claim lines for the same ARM code as post-determinations (post-approvals) to the DPC for review. If such submissions are sent directly to Express Scripts Canada and not supported by a PD number, only the first ARM claim line will be paid and all duplicate ARM claim lines will be rejected. The rejected claim lines will then need to be submitted to the DPC for review.

* The following regular repair procedure codes have a frequency limitation of 1 (one) per prosthesis in any 12-month period: 36110, 36120, 46110, 46120, 36210, 36220, 46210, 46220, 46310 and 46320.

Examples with single or multiple claim lines:

1) Submission to be sent directly to Express Scripts Canada:

46310 – Partial Maxillary, Addition of tooth or clasp

71313 – New Tooth (each)

2) Submission to be sent to DPC for post-determination:

46310 – Partial Maxillary, Addition of tooth or clasp

71313 – New Tooth (each)

71313 – New Tooth (each)

Consulting the Dental Benefits Guide

The [Dental Benefits Guide](#) is 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. 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., 10th Floor,
Mississauga, ON L5R 3G5

NIHB PROGRAM DENTAL BENEFITS

Dental Predetermination Centre (DPC)

Dental Services

Non-Insured Health Benefits Program

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 Program

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.