



NEW INFORMATION

Revised Crown Policy

Effective July 1, 2019, the NIHB Program has revised its Crown Policy to include porcelain/ceramic crowns (27201; QC: 27200 GP, 27235 PR) as eligible services. All other Crown Policy guidelines and criteria remain unchanged. Please be reminded that clients must meet all of the established guidelines and criteria in order to be eligible for coverage. Coverage requests for porcelain/ceramic crowns provided prior to July 1st will not be considered.

The [Dental Benefits Guide](#) will be updated on July 1 to reflect this change.

Cone Beam Computerized Tomography (CBCT)

CBCTs are **not** eligible services under the NIHB Program. However, a CBCT will be considered for coverage **on an exception basis** under the following circumstances:

- localization of unerupted or impacted teeth and proximal to important anatomical structures
- assessment of endodontically treated teeth for re-treatment and apicoectomy/retrofilling
- dentoalveolar trauma
- assessment of selected cases of infrabony periodontal defects, when conventional radiography is inconclusive to lead a treatment decision
- orthognathic surgery

These services require predetermination and must be supported by chart notes/reports.

Note: Coverage of a CBCT for caries detection or orthodontic evaluations will not be considered.

REMINDERS

Claims Supported by a Predetermination (PD)

Prior to submitting any claim supported by a PD to Express Scripts Canada for processing of payment, dental providers are reminded:

- to include the predetermination number stated on the PD confirmation letter; and
- to ensure that the details of the claim submitted match the PD Confirmation letter

Failure to follow these requirements will result in the rejection of payments.

Should an amendment to a PD be required, dental providers must contact the NIHB Dental Predetermination Centre prior to submitting a claim to Express Scripts Canada. Amendments will be considered in accordance with NIHB policies.

Cephalometric Radiograph Measurement Scale

Providers are reminded that a measurement **scale** of legible size and of good quality associated to the cephalometric radiograph is required when submitting pre-treatment orthodontic diagnostic records. Failure to provide the measurement **scale** could result in delays in adjudicating their case.

As a reminder, pre-treatment orthodontic diagnostic records must include the following:

- diagnostic orthodontic models (in any of the formats below)
 - physical models: either trimmed stone models or 3D–printed models with the centric occlusion position marked
 - photo models where overjet, overbite and labio-lingual spread are documented in millimeters (mm)
- cephalometric radiograph with associated scale for calibration
- photographs:
 - frontal and profile views
 - intra-oral depicting right and left occlusal relationship
 - anterior views
- panoramic radiograph

Claim Adjustments Inquiries

For inquiries pertaining to claim adjustments, providers must contact Express Scripts Canada.

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. This will ensure the total amount claimed is less or equal to the maximum allowed for the root canal as per the NIHB Regional Dental Benefit Grids.

Importance of Most Current Provider Information

It is important that the most current provider information is provided to Express Scripts Canada; otherwise, providers may not receive new and important information from NIHB and Express Scripts Canada regarding NIHB coverage, claims submission procedures, etc.

Express Scripts Canada Provider Claims Processing Call Centre will accept a verbal request only to change the following important provider information:

- e-mail address
- fax number
- phone number
- and/or correction to your current address

All other changes to provider information must be completed on the *Modification to Dental Provider Information Form*, signed by the dental provider and submitted by fax or mail as indicated on the form. These types of changes include:

- new complete address (e.g., moved)
- name of clinic/office
- payment information (e.g., change or setup)
- and/or no longer working at a specific clinic/office

The *Modification to Dental Provider Information Form* can be downloaded from provider.express-scripts.ca/dental/forms, or contact the Express Scripts Canada Provider Claims Processing Call Centre to request a copy. Information can be found on the Contact Information page of this NIHB newsletter.

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.