



## NEW INFORMATION

### Referral Process for Orthodontic Examination and Diagnostic Records

Providers are reminded that orthodontic diagnostic services are Schedule A services, therefore no predeterminations or referrals are required. For eligibility, please contact [Express Scripts Canada](#).

### Revised Endodontic Policy

The NIHB Program revised its Endodontic Policy to include root canal re-treatment, apicoectomy, and retrofilling procedures as eligible services. These services require predetermination. There is a lifetime frequency limitation of one (1) root canal re-treatment, one (1) apicoectomy and one (1) retrofilling per tooth. All other [Endodontic 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.

The revised Policy is being implemented in all provinces/territories gradually, aligned with the NIHB regional dental fee updates that have been scheduled to take place from February to June 2019, as noted in the Reminders section.

The Dental Benefits Guide has been updated to reflect this change. To refer to the most recent version of the Guide, please visit [canada.ca/nihb](http://canada.ca/nihb) or click [here](#).

### Service Standards for Predetermination

Certain dental procedures require a predetermination (PD). The NIHB Regional Dental Benefit Grids outline procedures requiring a PD. The NIHB Program aims to have dental predeterminations adjudicated within 15-business days, 80 percent of the time, under normal circumstances.

Normal circumstances refer to the Program's available resources and the expected level of demand for regular day-to-day service operations. This service standard may not apply in special circumstances, such as: holidays, unforeseen employee departures, disasters (e.g. flood, fire), human or environmental disaster (e.g. operator error, significant equipment/software failure, telecommunications and electric power outage).

The 15-business day period starts from the date that the DPC receives the PD request (received date), and ends when the request is adjudicated and set in the HICPS system. This NIHB service standard applies for approved and denied PD requests (complete cases), as well as for PD requests put on-hold (incomplete cases due to missing information). For on hold PD requests, the 15-business day adjudication period will restart when NIHB receives the new information at the DPC. Please note that this also applies to post-determination requests.

## REMINDERS

### Revised Sedation and General Anaesthesia Policy

Effective November 9, 2018, the NIHB Program revised its [Sedation and General Anesthesia Policy](#).

The changes include the removal of predetermination (PD) for minimal sedation (eligible procedure codes for nitrous oxide and oral sedation, both as stand-alone procedures and in combination). In addition, the coverage guidelines and submission requirements for all sedation modalities have been streamlined.

*Please note: the duration of sedation session as indicated by time in (HH:MM) and time out (HH:MM) is required as part of the documentation requirements for post-determination requests for moderate, deep and general anesthesia sedation services. All requests that do not specify the time in and time out will be placed on hold pending receipt of this information.*

### Fluoride Treatment for Adults

On December 5, 2018, the NIHB Program extended its coverage of fluoride treatment to include clients 17 years of age and older with a frequency of one (1) fluoride treatment in any 12-month period.

### New Fluoride Codes

On January 1, 2019, NIHB changed the codes for eligible fluoride treatments in order to reflect the national dental associations' new fluoride treatment code structure. For detailed information, please consult the updated NIHB Regional Dental Benefit Grids available at: [provider.express-scripts.ca](http://provider.express-scripts.ca).

### Partial Denture Trial Project

On February 19, 2018, the NIHB Program launched the Partial Denture Trial Project; a nationwide, eight year project designed to assess the merits, feasibility and appropriateness of a streamlined predetermination (PD) submission process for partial dentures. Participation in the project is voluntary. Providers wishing to participate are asked to submit their predetermination request and completed NIHB Partial Denture Trial Project Form by fax to the dedicated toll free fax number 1 (833) 517-0378. The Partial Denture Trial Project Form is accessible at: [provider.express-scripts.ca/dental/forms](http://provider.express-scripts.ca/dental/forms). For detailed information on the NIHB Partial Denture Trial Project, providers may refer to the [Dental Benefits Guide](#) or the [NIHB: Partial Denture Trial Project](#) document located on the [Dental Bulletins](#) page of the Express Scripts Canada website.

## Additional Repair Materials (ARM) Procedure Codes

As a reminder, the fee for a complete denture repair solely to add teeth includes the cost of the first tooth. For more information on the billing process for the Additional Repair Materials (ARM) procedure codes, please consult updated NIHB Regional Dental Benefit Grids available at: [provider.express-scripts.ca/dental/benefit-grids](http://provider.express-scripts.ca/dental/benefit-grids).

## 2019 NIHB Dental Fee Updates

NIHB regional dental fee updates have been scheduled to take place from February to June 2019, 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 and maxillofacial surgeons (OS), denturists (DN) and dental hygienists (HY). The grids contain maximum NIHB fees for eligible procedure codes.

The 2019 NIHB Regional dental fee updates are planned for the following dates:

NIHB Dental Fee Updates	Province/Territory
February 1, 2019	Saskatchewan Northwest Territories Nunavut Yukon
March 1, 2019	New Brunswick Newfoundland & Labrador Nova Scotia Prince Edward Island
April 1, 2019	Alberta Ontario
May 1, 2019	Quebec Manitoba
June 1, 2019	British Columbia

NIHB Regional [Dental Benefit Grids](#) are available on the Express Scripts Canada 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.

## 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., 10<sup>th</sup> 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.