

## For our Dental Practitioners

Summer 2004

### NEWS AND VIEWS

Welcome to the summer 2004 edition of the Non-Insured Health Benefits (NIHB) quarterly newsletter. First Canadian Health (FCH) is now in its sixth year of operations as the claims processor for the NIHB Program of the First Nations and Inuit Health Branch (FNIHB) of Health Canada.

Again, FCH would like to thank you for your support as you continue to provide quality health services to First Nations and Inuit clients of the NIHB Program.

As always, your comments and questions are welcome. Please contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**, or send your correspondence to:

FCH Provider Relations  
3080 Yonge Street, Suite 3002  
Toronto, ON M4N 3N1

### NEW NIHB REGIONAL DENTAL BENEFIT GRIDS FOR GENERAL PRACTITIONERS AND SPECIALISTS

The new *NIHB Regional Dental Benefit Grid* for General Practitioners (GP) and Specialists (SP) for the following provinces and territories has taken/will take effect on:

#### June 1, 2004

- Alberta, GP & SP
- British Columbia, GP & SP

#### July 1, 2004

- Northwest Territories, GP
- Nunavut, GP

#### August 1, 2004

- Saskatchewan, GP & SP

#### September 1, 2004

- Ontario, GP & SP

The new grids reflect the change in prices and eligible procedures. They will be sent to providers prior to the effective date.

Should you have any questions, please contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**.

### CORRECTIONS TO THE PACIFIC NIHB REGIONAL DENTAL BENEFIT GRID

The recent publication of the *NIHB Regional Dental Benefit Grid* for General Practitioners and Specialists, which

became effective June 1, 2004, has the following errors:

1. Procedure code 01204 on page 1 should have been published with a price of \$25.20 for Paedodontists.
2. Procedure code 01602 was not included in the fee guide. It should have been published on page 1 with a price of \$75.60 for Oral Surgeons.

### ELECTRONIC DATA INTERCHANGE (EDI) SYSTEM FOR REAL-TIME PROCESSING

Electronic claim submission through EDI is available to CDAnet registered providers in all provinces and territories for real-time claim processing.

The EDI system quickly verifies that all claim submission requirements are met, thereby reducing processing and payment delays.

Providers are invited to register for EDI by contacting the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**.

For further information on electronic claim submission through EDI, please refer to your *NIHB Dental Practitioner Information Kit* (DPIK).

### SUBMISSION OF LABORATORY FEES

When submitting claims for procedure codes eligible for laboratory fees using the NIHB DENT-29 form or EDI system, the professional fee amount and the laboratory fee amount must be on the same claim line. Laboratory eligible procedure codes submitted without a laboratory amount on the same claim line will be rejected with the message **R43 (LAB FEE MUST BE SUBMITTED FOR SPECIFIED PROCEDURE CODE)**. Laboratory fees submitted as separate procedure codes will be rejected with the message **R04 (THIS IS NOT AN ELIGIBLE BENEFIT)**.

### ONTARIO REGION'S NEW TOLL-FREE CONTACT NUMBER

The Ontario FNIHB Regional Office has a new toll-free contact number for all dental practitioners. The new toll-free contact number is **1-888-283-8885**.

### CHANGE OF PROVIDER CONTACT INFORMATION

Providers are reminded to contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111** when there is a change of address or telephone/fax number. Failure to update your contact information may result in a delay of receiving payments and/or receiving important provider communication.

## CLIENT CALLS

Dental practitioners are requested to direct client inquiries to the appropriate FNIHB Regional Office. Please refer to the Directory insert in the pocket of your *NIHB Dental Practitioner Information Kit* (DPIK) for the telephone number and address of each FNIHB Regional Office.

The FCH NIHB Toll-Free Inquiry Centre provides services to NIHB providers only.

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Providers can download a current version of the *NIHB Dental Practitioner Information Kit* (DPIK) at the NIHB website:

**[www.hc-sc.gc.ca/fnihb-dgspni/fnihb/nihb](http://www.hc-sc.gc.ca/fnihb-dgspni/fnihb/nihb)**

Providers without internet access can contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**.