

For our Dental Practitioners

Spring 2007

NEWS AND VIEWS

Welcome to the spring 2007 edition of the Non-Insured Health Benefits (NIHB) quarterly newsletter. First Canadian Health (FCH) is now in its ninth 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

NIHB REGIONAL DENTAL BENEFIT GRIDS

New NIHB Regional Dental Benefit Grids for General Practitioners (GP), Specialists (SP) and Denturists (DT) for the following provinces and territories are in effect as of **April 1, 2007**:

- Alberta, GP & SP
- Alberta, DT
- Northwest Territories, GP & SP
- Nunavut, GP & SP
- Saskatchewan, GP & SP
- Yukon, GP & SP

The new grids reflect changes in prices and eligible procedures. They were 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**.

CHANGE OF CONTACT INFORMATION FOR THE FNIHB MANITOBA REGIONAL DENTAL UNIT

Please note the following changes to telephone and fax numbers for the Manitoba Regional Office. Effective immediately, telephone calls regarding predeterminations and post approvals should be directed to **(204) 983-3912** or to the toll-free number at **1-877-505-0835**.

Faxed information should be sent to **(204) 984-5798** or to the toll-free fax at **1-866-907-2402**.

NUNATSIAVUT GOVERNMENT (NG)

BENEFICIARIES

Effective April 1, 2007, members of the Labrador Inuit Association (LIA) and the Labrador Inuit Health Commission (LIHC) will be recognized by the Nunatsiavut Government (NG) as members. This body will assume complete responsibility for the delivery of dental benefits to its members. Therefore, NG members will no longer be eligible to receive NIHB benefits on or after this date.

Any claims with a date of service on or after April 1, 2007, or any prior approval requests that would apply to dates of service after April 1, 2007, must be forwarded to NG for consideration to the following address:

Nunatsiavut Department of Health & Social Development
P.O. Box 496, Station C
Happy Valley-Goose Bay, NL
A0P 1C0

For additional information, you may also contact the NG at the following number: **1-866-606-9750**.

BENEFITS FOR BAND 287 LONG PLAIN, MANITOBA CLIENTS

Effective April 1, 2007, NIHB will take over responsibility for funding dental benefits on behalf of all eligible clients belonging to Band 287 Long Plain First Nation.

- Claims with a date of service on or before March 31, 2007, must be submitted to Long Plain for payment at the following address:

Long Plain First Nation
Non-Insured Health Benefits Unit
PO Box 580
Portage La Prairie MB
R1N 3B9

For more information, please contact Long Plain First Nation at: **1-888-834-9768**

- Claims with a date of service after March 31, 2007, must be submitted electronically or manually to FCH.
- Predetermination requests should be directed to your FNIHB Regional Office.

For more information, please contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**.

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CHANGE OF CONTACT INFORMATION FOR THE NIHB ORTHODONTIC REVIEW CENTRE (ORC)

The NIHB ORC is moving to a new location. Effective April 9, 2007, please direct your correspondence, including requests for funding of orthodontic treatment, to the new address:

**Orthodontic Review Centre
Non-Insured Health Benefits
First Nations & Inuit Health Branch
Health Canada
5th Floor, Postal Locator 4005A
55 Metcalfe Street
Ottawa, ON K1A 0K9**

Please note that the telephone and fax numbers will remain the same:

Telephone number: **1-866-227-0943**

Fax number: **1-866-227-0957**

CLARIFICATION ON FIRST CANADIAN BENEFITS (FCB) AND NON-INSURED HEALTH AND WELFARE BENEFITS (NIHWB)

FCH is the claims processor for Health Canada's NIHB program. In the coming months, NIHB providers may notice another organization using a corporate name similar to that of FCH, FCB; and a program name similar to Health Canada's NIHB Program, NIHWB.

Please be advised that this company and its program are not related to Health Canada, FCH, or the NIHB Program, and they are not mandated to serve the health care needs of First Nations and Inuit clients.

COORDINATION OF BENEFITS FOR NIHB CLIENTS WITH ACCESS TO PRIVATE AND PROVINCIAL HEALTHCARE COVERAGE

Please submit your claims to the private carrier first when coordinating benefits for NIHB Program clients who have access to all other insurance coverage.

For clients also eligible under a provincial program, such as Newfoundland's Medical Care Program (MCP), please submit both the private carrier's Explanation of Benefits (EOB) and the provincial plan's statement to FCH once the provincial plan has processed the claim. Also remember to remit the full professional fee each time a claim is submitted to insurers, provincial plans, or the NIHB program.

It is important to attach the EOB and/or statements from both the private and provincial carriers when submitting COB claims to FCH. If submitted without the required

supporting documentation, COB claims for clients with coverage under private and/or provincial plans are rejected, or returned to the provider unprocessed.

More information on COB claims is available in the NIHB Dental Health Provider Information Kit, at the following Web page:

www.healthcanada.gc.ca/nihb

Providers without internet access can call the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111** to receive a copy.

DOCUMENTATION REQUIREMENTS FOR PREDETERMINATIONS (PD), POST APPROVALS (PA) AND PROVIDER AUDIT

Please note that all treatment and any applicable supporting documentation, must be recorded in the patient's chart at the time of treatment, as per Provincial legislation. Supporting documentation or written rationale indicated on a Standard Dental Claim Form, a Canadian Dental Association (CDA) Standard Dental Claim Form or l'Association des chirurgiens dentistes du Québec (ACDQ) Standard Dental Claim Form, submitted for predetermination PD or PA purposes is not sufficient for audit purposes.

NEW WEB TOOL TO RECEIVE NIHB UPDATES

NIHB providers are invited to subscribe to FNIHB's Really Simple Syndication (RSS) feeds to view feeds online or to receive notifications when new information is added to the NIHB Web site. RSS is a useful tool for keeping up to date on the NIHB Program. When NIHB providers sign up for the program's RSS feed, their feed reader will display a message whenever new information is added to the NIHB website.

A feed reader, also known as an aggregator, allows users to subscribe to news sites, blogs, and other website with frequently updated content, and to view it at their convenience without cluttering their inbox. RSS feeds have addresses similar to websites but their content can only be viewed through a feed reader.

There are many free feed readers available online. To download the NIHB RSS feeds and/or find out how to download a feed reader, NIHB providers can consult the following Web page:

http://hc-sc.gc.ca/fnih-spni/nihb-ssna/provide-fournir/res-form/index_e.html

Detailed information about aggregators can be found at the following link:

http://www.hc-sc.gc.ca/home-accueil/help-aide/rss_e.html

Please note that NIHB providers can still access information on the NIHB Program through the NIHB Newsletters and, if registered, regular email alerts.

REMINDER: CLAIMS FOR ENDODONTIC PROCEDURE CODES 33111 AND 33100

In order to ensure payment without rejection with the error code **R50 (Frequency of the Claim Exceeds the Maximum Allowed)** for procedure codes 33111 and 33100 on anterior teeth 13-23 and 33-43, please contact your FNIHB Regional Office for a predetermination number that can be quoted on the claim.

REMINDER - ROLES AND RESPONSIBILITIES OF FCH VERSUS FNIHB OFFICES FOR THE NIHB PROGRAM

Please note the separation of responsibilities between some of the parties involved with the NIHB Program. Examples outlined herein do not list the full range of roles and responsibilities of the parties involved in the program but rather those that directly affect providers.

First Nations and Inuit Health Branch

This Branch of Health Canada is responsible for determining and setting policy guidelines for the NIHB program. This organization also determines the requirements for PD and PA.

The eight FNIHB Regional offices are responsible for setting pricing guidelines for the NIHB program and the dissemination of program information and policy to provincial governments, providers, and NIHB clients. Providers are recommended to contact NIHB Regional offices regarding NIHB program policy, pricing, fees, PD and PA.

For more information on NIHB and its Regional offices, please consult the Web page:

http://www.hc-sc.gc.ca/home-accueil/contact/fnih-spni/nihbr-ssnar_e.html

First Canadian Health

FCH is contracted to administer Health Information and Claims Processing Services (HICPS) for dental benefits on behalf of the NIHB Program. All NIHB providers submit claims for payment to FCH for NIHB dental services and benefits provided to First Nations and Inuit clients. FCH is also responsible for the operation of the NIHB Toll Free Inquiry Centre.

The FCH NIHB Toll-Free Inquiry Centre's Representatives respond to Canada-wide toll free telephone inquiries from NIHB registered providers in each region on certain aspects of the NIHB Program, as instructed by FNIHB. This includes, but is not limited to, calls concerning claims submission, client verification,

provider support, and the payment process. Although dental Toll-Free Centre representatives are able to pre-verify treatment that is subject to frequency limitations, no Toll-Free Representative has the authority to issue or amend a PD and a PA. Additionally, for reasons of confidentiality, Toll-Free Representatives can only answer provider inquiries regarding the provider's own clients and claims.

Whenever a problem is encountered, providers are encouraged to call the FCH NIHB Toll-Free Inquiry Centre at the following number: 1-888-471-1111. The representatives are in place to assist providers personally, or through a referral, as directed by FNIHB.

THE LIFE CYCLE OF A MANUAL CLAIM

When manual claims are submitted to FCH for adjudication and payment, there are several processes at work to guarantee a quality service level is maintained for NIHB providers.

FCH's clerical department works to ensure that claims are registered the day they are received. Claims are then forwarded to the claims processing unit for adjudication. The average turnaround time, from receipt to completed adjudication, is approximately five days. FCH claims processors maintain a service level of well over 90% of claims paid in five days or less.

Cheques for payment are released twice monthly. For faster service, providers may elect to have their payment processed via electronic funds transfer (EFT). For more information on EFT, please contact the FCH NIHB Toll Free Inquiry Centre at **1-888-471-1111**.

To download the current version of the NIHB Dental Health Provider Information Kit from the NIHB website, visit:

www.healthcanada.gc.ca/nihb

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