

For our Dental Practitioners

Summer 2007

NEWS AND VIEWS

Welcome to the summer 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

NEW NIHB PROGRAM INFORMATION

PRICING UPDATES

New NIHB Dental pricing will be in effect on July 1, 2007 in the following provinces:

- Quebec, General Practitioners and Specialists
- Quebec, Denturists
- Saskatchewan, Denturists

New NIHB Dental pricing will be in effect on September 1, 2007 in the following province:

- Manitoba, General Practitioners and Specialists
- Manitoba, Denturists

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

NIHB PROGRAM REMINDERS

PRE-VERIFICATION

A valid pre-verification (PV) number only ensures that an approved procedure code will not be rejected due to the client exceeding the allowed frequency for a benefit. To be considered valid, the PV number must have been issued for the same client, provider, provider office location, exact procedure code (and tooth code if applicable) as the submitted claim, and the date of service must be within six (6) months of the date the PV was issued.

To prevent claims from being rejected due to frequency limits, please call the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111** to verify the client's eligibility for benefits, prior to providing service.

DIRECT REQUESTS FOR PREDETERMINATIONS AND POST APPROVALS TO YOUR NIHB REGIONAL OFFICE

Please note that FCH does not issue predeterminations (PD) or post approvals (PA) for dental services. Requests submitted to FCH for PD and PA are returned to providers, who need to submit them to their Regional Office.

HOURS OF OPERATION FOR THE FCH NIHB TOLL-FREE INQUIRY CENTRE

The FCH NIHB Toll-Free Inquiry Centre's regular business hours are 7:30 a.m. to 5:30 p.m. (local time in each region) Monday to Friday. In the next twelve (12) months, the Toll-Free Centre is closed on the following statutory holidays:

- July 2, 2007, Canada Day (Memorial Day in Newfoundland)
- September 3, 2007, Labour Day
- October 8, 2007, Thanksgiving Day
- December 25, 2007, Christmas Day
- December 26, 2007, Boxing Day
- January 1, 2008, New Year's Day
- March 21, 2008, Good Friday
- May 19, 2008, Victoria Day

NEXT DAY CLAIM VERIFICATION PROGRAM

The Next Day Claim Verification (NDCV) Program is an ongoing process consisting of a review of a sample of claims the day following receipt by FCH.

Providers may receive a *Dental Faxback Confirmation Form C* asking them to describe the clinical circumstances and services provided on the date of service noted on the form. Should you receive this form, please complete it and return it within two weeks from the date of receipt. If the form is not returned within two weeks, the claim will be reversed.

The Audit Team will evaluate the information on the returned forms to determine if it is consistent with the procedure codes claimed. An inconsistency or insufficient information will result in recovery of the funds paid. Procedure codes and defined code descriptions are not

considered a sufficient response. Please note that claims which have gone through the predetermination or pre-verification process are subject to this process.

PROBLEMS SUBMITTING CLAIMS ELECTRONICALLY?

If you receive either CDAnet/*Réseau Association des chirurgiens dentistes du Québec (ACDQ)* error message **007** – Missing/Invalid Dentist Unique ID (Provider Number), or error message **008** – Missing/Invalid Dental Office Number, please contact the FCH NIHB Toll-Free Inquiry Centre for assistance at **1-888-471-1111**. These messages may indicate that either your location is not registered on our system, or that FCH may have inaccurate information regarding your Electronic Data Interchange (EDI) settings. Once we are able to correct this information, claims can be resubmitted electronically to FCH for adjudication.

NIHB CLIENTS SHOULD CONTACT THEIR NIHB REGIONAL OFFICE WITH QUESTIONS

Please direct clients who have questions or concerns to their Regional Office. This includes questions about claims paid to the client. We request your assistance in providing your clients with the current contact information for their Regional Office. The contact information is listed in the Resources and Forms section of the NIHB Dental Health Provider Information Kit or online at:

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

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**.
