

For our Dental Practitioners

Winter 2008-2009

NEWS AND VIEWS

Welcome to the Winter 2008-2009 edition of the Non-Insured Health Benefits (NIHB) quarterly newsletter. First Canadian Health (FCH) is now in its eleventh 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

HEALTH INFORMATION CLAIMS PROCESSING SERVICES

Effective December 1, 2009, ESI Canada will administer the Health Information and Claims Processing Services (HICPS) for dental benefits covered by the NIHB Program.

In order to ensure that claims for services rendered to NIHB clients can be completed and submitted easily by providers, that claims can be processed quickly and efficiently and that payments of such claims can be directed to appropriate dental providers after December 1, 2009, dentists will be asked to enrol with ESI Canada.

In the coming weeks, ESI Canada will be sending providers an information package, which will include all the necessary documentation required for enrolment. In order to ensure a seamless transition during this process, the ESI Canada NIHB Provider Enrolment Centre will be available to assist providers with any questions regarding the completion of the required documentation.

Providers may continue to submit claims to First Canadian Health (FCH) until November 30, 2009.

Additional information on ESI Canada is available at the following website address:

www.esicanada.ca

PRICING UPDATES

New NIHB dental pricing became effective on **February 1, 2009** for:

- Alberta, General Practitioners and Specialists
- Alberta, Denturists

New NIHB dental pricing will become effective on **March 1, 2009** for:

- New Brunswick, General Practitioners and Specialists
- New Brunswick, Denturists
- Newfoundland, General Practitioners and Specialists
- Newfoundland, Denturists
- Nova Scotia, General Practitioners and Specialists
- Nova Scotia, Denturists
- Prince Edward Island, General Practitioners and Specialists
- Prince Edward Island, Denturists

New NIHB dental pricing will become effective on **April 1, 2009** for:

- Northwest Territories, General Practitioners and Specialists
- Northwest Territories, Denturists
- Nunavut, General Practitioners and Specialists
- Nunavut, Denturists
- Saskatchewan, General Practitioners and Specialists
- Saskatchewan, Denturists
- Yukon, General Practitioners and Specialists
- Yukon, Denturists

The new grids reflect changes in prices and in eligible procedure codes.

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

NIHB PROGRAM REMINDERS

SUBMITTING CORRECTIONS FOR ELECTRONIC DATA INTERCHANGE (EDI) CLAIMS

Corrections and reversals for EDI claim submissions must take place on the same day as the original claim submission. If a claim correction or reversal request is required the day after the original EDI claim submission,

it must be submitted manually to FCH on one of the following forms:

- NIHB Dental Claim Statement
- Standard Dental Claim Form
- NIHB Dent-29 Form

If a correction or reversal request is submitted on the Claim Acknowledgement (CA) or Explanation of Benefits (EOB) generated from the EDI transaction, the CA or EOB will be returned to the provider unprocessed requesting that the submission be submitted on one of the forms noted above.

If submitting for changes using the NIHB Dental Claim Statement, please indicate any corrections or reversal requests directly beneath the relevant claim information. FCH must receive the corrected statement within 60 days of the statement date in order to re-adjudicate the claim. Please submit the entire page of the statement as the availability of all information is required for the prompt adjudication of the claim.

If using a new claim form (standard or NIHB Dent-29) to correct a previously submitted claim, all mandatory data elements must be present and any applicable documents attached. Please indicate the nature of the requested change in the area of the claim form designated for provider comments.

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

ENDODONTIC THERAPY – PREDETERMINATION REQUIREMENTS AND THE NEXT DAY CLAIMS VERIFICATION (NDCV) PROCESS

FCH would like to remind providers that the predetermination requirements for root canal therapy on bicuspid and molars (non-anterior teeth) remain mandatory. Currently, all claims submitted for code 33111 (33100 in Quebec) on bicuspid and molars (non-anterior teeth) without a predetermination number are subject to the NDCV audit. FCH reverses and returns these claims to the provider.

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

PROVIDERS NOT REGISTERED UNDER DENTAL CLINIC NAME

When providers are registered with the NIHB Program, they are registered under their unique provider number and under their own name. Providers cannot be registered under the name of a dental clinic. All services claimed under the registered provider number are payable to the registered name of the provider.

Please note that individual NIHB dental providers are 100% financially responsible for all services paid under their provider number.

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

VERIFICATION OF CLIENT ELIGIBILITY

Providers are reminded that it is their responsibility to confirm the eligibility of the clients being served. Providers can do this by contacting the FCH NIHB Toll-Free Inquiry Centre. The Program will not cover any dental services provided to non-eligible NIHB clients. Please refer to the *Client Identification* section of the NIHB Dental Health Provider Information Kit for more details.

CHANGE OF PROVIDER INFORMATION

It is important that providers notify FCH when one or more of the following occurs:

- Change of address
- Change of phone number or fax number
- Closure of a location
- Opening a new location
- Change or stop electronic funds transfer

This ensures that provider records are kept up-to-date in the NIHB Health Information and Claims Processing Services (HICPS) system, which in turn ensures that any communication or payment is sent to providers in a timely manner.

This information must be provided on a First Canadian Health Management Corporation Dental Provider Registration Form and sent to the following address:

**First Canadian Health
Provider Relations
3080 Yonge Street, Suite 3002
Toronto, ON M4N 3N1**

Providers may also fax the completed form to **1-888-276-9848**.

To obtain a copy of a provider registration form or should you have any questions, please call the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**.

If you need a printed version of the NIHB Dental Health Provider Information Kit, please download it from the NIHB website at the following address:

www.healthcanada.gc.ca/nihb

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