

For our Dental Practitioners

Summer 2009

NEWS AND VIEWS

Welcome to the Summer 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

PRICING UPDATES

New NIHB dental pricing became 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

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

- Quebec, General Practitioners and Specialists
- Quebec, Denturists

- British Columbia, General Practitioners and Specialists

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

- Ontario, General Practitioners and Specialists
- Ontario, Denturists

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

- Manitoba, General Practitioners and Specialists
- Manitoba, Denturists

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

- British Columbia, 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**.

CORRECTION TO THE REGIONAL NIHB DENTAL BENEFIT GRID FOR ATLANTIC REGION DENTURISTS

The March 1, 2009 publication of the denturist grid sent to providers in New Brunswick, Newfoundland and Labrador, Nova Scotia and Prince Edward Island has the following error:

- Procedure code 10010 on page 1 should have been published with a frequency limit of 1/60 months.

Should you have any questions, please contact the NIHB Atlantic Regional Office at **1-800-565-3294**.

CORRECTION TO THE REGIONAL NIHB DENTAL BENEFIT GRID FOR ALBERTA REGION DENTURISTS

The February 1, 2009 publication of the denturist grid sent to Alberta providers has the following error:

- Procedure code 10010 on page 1 should have been published with a frequency limit of 1/60 months.

Should you have any questions, please contact the NIHB Alberta Regional Office at **1-888-495-2516**.

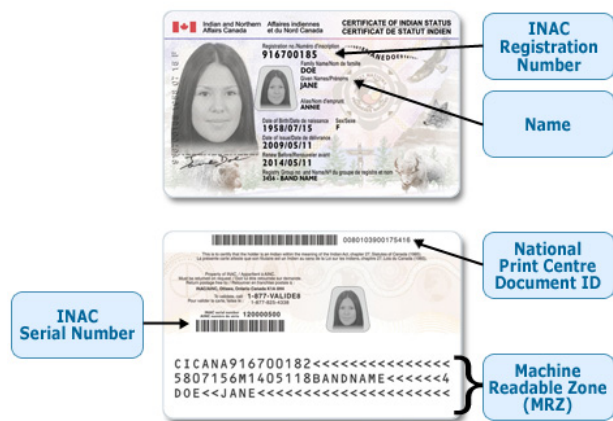
NEW CLIENT ID CARD FOR FIRST NATIONS CLIENTS

A new Secure Certificate of Indian Status (SCIS), which is an identity document, issued to confirm that the cardholder is registered as a Status Indian under the *Indian Act*, will be issued by Indian and Northern Affairs Canada (INAC). **Once the new SCIS is launched, all**

previously issued versions of the Certificate of Indian Status are to be accepted by providers until they reach their renewal date.

As shown in the sample below, the new SCIS includes the specialized graphic design elements and enhanced security features that will protect the privacy of the cardholder while minimizing the opportunity for unauthorized alteration, duplication or use. **With these elements, providers can have confidence that the card presented is valid.**

Sample of SCIS card



When the new card is presented, the provider can call INAC’s validation number **1 877 VALIDE8 (1-877-825-4338)** to verify that the card’s serial number is valid. The provider will only be told if the card is valid or invalid; no other personal information will be provided. This mechanism is only available for the new SCIS and does not apply to older versions of the status cards.

For more information regarding certificates, please call **1-800-O-Canada (1-800-622-6232) TTY: 1-800-926-9105** or visit

www.ainc-inac.gc.ca

PULPECTOMIES/PULPOTOMIES PAID TWICE FOR THE SAME TOOTH

Providers are reminded that pulpotomies/pulpectomies cannot be performed twice on the same tooth for the same client, and that a pulpotomy cannot be performed after a pulpectomy has already been completed on the same tooth for the same client.

Providers are advised that FCH will be reviewing claims paid for multiple pulpotomies or pulpectomies on the same tooth. If your office submits or has submitted a claim for a procedure meeting one of the following three conditions, the claim will be reversed:

- Claimed pulpotomy where a previous pulpotomy has already been paid
- Claimed pulpectomy where a previous pulpectomy has already been paid
- Claimed pulpotomy where a previous pulpectomy has already been paid or vice versa

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

NIHB PROGRAM REMINDERS

NEXT DAY CLAIMS VERIFICATION PROGRAM

The Next Day Claims Verification (NDCV) Program is an ongoing process consisting of a review of a sample of claims the day following receipt by FCH. In the coming months, providers may receive a *Dental Faxback Confirmation Form C* asking them to describe the clinical circumstances of the provision of, but not limited to, exams and services provided on the date of service noted on the form.

The Audit Team will evaluate the information on the returned form and supporting documentation 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 not excluded from the NDCV Program.

TEMPORARY FILLINGS AND ENDODONTIC PROCEDURE BILLING

Providers are reminded that a temporary filling (code 20111) cannot be claimed in conjunction with endodontic procedure codes on the same tooth and on the same date of service. The fee for the temporary filling is included in the endodontic procedure. Temporary fillings are subject to NCDV audit.

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

ENDODONTIC THERAPY – PREDETERMINATION REQUIREMENTS

Providers are reminded that the predetermination requirement for root canal therapy on bicuspid and molars (non-anterior teeth) remains 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. Paid claims are reversed and returned to the provider.

CLIENT INFORMATION FOR CLAIMS SENT THROUGH ELECTRONIC DATA INTERCHANGE (EDI)

Providers are requested to take extra care when selecting required claim elements from drop down menus while submitting EDI claims since the FCH Audit Department occasionally utilizes this information to communicate with First Nations and Inuit clients. Incorrect information entered in certain fields, such as the *Province* field, may result in a client receiving material in an unfamiliar language or the client not receiving the communication at all. By working together, FCH and NIHB providers can deliver an effective level of service to First Nations and Inuits.

CLIENT IDENTIFICATION NUMBER FOR RECOGNIZED INUIT

When claims are submitted for recognized Inuit clients, one of the following is accepted by the NIHB Program as a valid client identification number:

- NIHB Client Identification Number** - This is a client identification number issued by NIHB to recognized Inuit clients. This number begins with the letter "N" and is followed by 8 digits.
- Government of the Northwest Territories (GNWT) Health Care Number** - This is a number issued by the Government of the Northwest Territories to Inuit clients from the Northwest Territories. This number begins with the letter "T" and is followed by 7 digits.
- Health Care Number** - This is a number issued by the Government of Nunavut to Inuit clients from Nunavut. This is a 9-digit number starting with a "1" and ending with a "5".

For further information, please refer to Section A6 *Client Identification Numbers for Recognized Inuit* of the NIHB Dental Health Provider Information Kit.

INFORMATION REQUIRED WHEN CALLING THE FCH NIHB TOLL-FREE INQUIRY CENTRE

Providers are reminded to have the following information ready before calling the FCH NIHB Toll-Free Inquiry Centre:

- Provider unique number
- Client identification number, if applicable
- Client's name, if applicable
- Client's date of birth, if applicable
- Procedure codes that need to be checked, if applicable

Having the above information ready when calling will allow toll-free inquiry centre representatives to assist

providers more efficiently.

FCH-ESI TRANSITION

HEALTH INFORMATION CLAIMS PROCESSING SERVICES - PROVIDER ENROLMENT

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 and associated payments for services rendered to NIHB clients are processed quickly and efficiently after December 1, 2009, dental providers are asked to enrol with ESI Canada at their earliest convenience.

During April/early May 2009, ESI Canada mailed dental providers an information package, which included all the necessary documentation required for enrolment with ESI Canada. If you did not receive an information package, or have misplaced it, please download the documents from www.provider.esicanada.ca, and submit the completed forms to ESI Canada. If you are unable to access the website, you can email ESI Canada at

ESICanadaNIHBProviderEnrolment@Express-Scripts.com

or leave a voice mail message at **1-888-677-0111 ext. 7015** to request a package.

Providers may continue to submit claims to First Canadian Health (FCH) until November 30, 2009. There will be no interruption of claims processing and payment services as long as providers currently enrolled with FCH are enrolled with ESI Canada by December 1, 2009. If you have not already done so, we urge you to complete and submit the necessary forms as soon as possible. Please note that this change in claims processing services does not coincide with any program coverage or policy changes.

ESI Canada is committed to providing quality services and timely payment of claims and, as is currently the case, claims will be paid under a regular bimonthly cycle.

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

www.esicanada.ca

CHANGE IN VALIDITY PERIOD OF CHEQUES ISSUED BY FCH

As of June 1, 2009, all cheques issued by FCH will have a

six month validity period. After this period, those cheques will no longer be valid.

PAYMENT AND REIMBURSEMENT DURING TRANSITION OF CONTRACT

Due to the transition from FCH to ESI, payments and reimbursements to the NIHB Program that would have normally been made payable to FCH, should be made payable to the Receiver General for Canada after November 30, 2009.

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:

<http://www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/provider-fournir/dent-info/index-eng.php>

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