



ESI CANADA®

PROVIDER CLAIMS PROCESSING CALL CENTRE
1-888-511-4666

NIHB NEWSLETTER

NEWS AND INFORMATION FOR NIHB PROVIDERS

NIHB CLAIMS SERVICES PROVIDER WEBSITE
<http://provider.esicanada.ca/>

Dental Providers



Summer 2010

NIHB FORMS

Download from the NIHB Claims Services Provider Website

<http://provider.esicanada.ca/>

or contact the
Provider Claims Processing Call Centre

REGIONAL NEWS

Alberta, Northwest Territories and Yukon

Dental Providers

(Refer to "Regional News" section

Or click [More](#))

CLAIMS PROCESSING SERVICES CONTACT INFORMATION

Telephone inquiries and comments

1-888-511-4666

Extended Hours

Monday to Friday
6:30 a.m. to 8:30 p.m. Eastern Time,
Excluding Statutory Holidays

Mail Dental claims to:

NIHB Claims Department
3080 Yonge Street, Suite 3002
Toronto, ON
M4N 3N1

Fax completed

Dental Enrolment Forms to:

New NIHB Providers
Fax No.: 905-712-0669

Re-enrolling NIHB Providers
Fax No.: 905-737-3161

Mail all other correspondence to:

ESI Canada
5770 Hurontario Street, 10th Floor
Mississauga, ON
L5R 3G5

NIHB Claims Services Provider Website

Access the NIHB Claims Services Provider Website for valuable information relating to the NIHB Program. This user-friendly website allows you to locate the information you require quickly, as well as download and print documents, such as:

- Alerts
- Announcements
- Bulletins
- Newsletters
- Policy and Program Information (Provider Guide for Dental Benefits)
- Forms
- Dental Benefit Grids
- Claims Submission Kits

TIP Use the "Search" function when searching for information within the NIHB Claims Services Provider Website. This function is symbolized with a magnifying glass located at the top right-hand corner of the screen.

This Site: NIHB Claims Services



In the white space to the left of the magnifying glass, type key words (i.e., dental claim form), and then click on the magnifying glass. All references for "dental claim form" are then displayed providing a hyperlink for each reference.

NIHB Dental Claim Form

Please note that revisions have been made to the NIHB Dental Claim Form as follows:

- Change of phone number (last four digits):
First Nations and Inuit Health (FNIH)
Health Canada, Maritime Centre
902-426-**2656**
- Change of address (suite number):
First Nations and Inuit Health
Health Canada, Québec Region
Complexe Guy-Favreau
200 West René Lévesque Boulevard
East Tower, Suite **404**
Montréal, QC H2Z 1X4
1-877-483-5501 (In Montreal) 514-283-5501

NEW INFORMATION

Change in Provider Information

In order to keep our provider records up-to-date, it is important to inform ESI Canada when changes occur to avoid unpaid claims, and non-delivery of communications (i.e., provider statements, newsletters, etc.). Types of changes include a change in the name and ownership of your business, any provider information (i.e., address, phone, fax, e-mail address), becoming an incorporated business, or no longer working at a specific clinic.

These changes need to be identified and completed on the ESI Canada Modifications to Dental Provider Information Form and faxed or mailed to ESI Canada as indicated on the form. The form is available for download on the NIHB Claims Service Provider Website or you may contact the Provider Claims Processing Call Centre to request a copy.

For ESI Canada contact information, refer to the **Claims Processing Services Contact Information** located on the front page of this newsletter.

Enrolling Additional Business Locations

Please be sure to enroll all new or additional locations with ESI Canada in order to avoid disruption of service for claim processing and payment services. Any provider claims submitted without first enrolling the new location with ESI Canada will be returned.

If you have not already enrolled the new location, complete and submit the ESI Canada Dental Provider Enrolment Form as soon as possible. The ESI Canada Dental Provider Enrolment Form may be downloaded from the NIHB Claims Services Provider Website or requested from the Provider Claims Processing Call Centre.

When completed, please fax the Dental Provider Enrolment Form to ESI Canada at 905-712-0669. Once your Enrolment has been processed, ESI Canada will forward you a Welcome Letter as confirmation of your participation in the NIHB Program.

Electronic Funds Transfer

Dental offices are encouraged to use the Electronic Funds Transfer (EFT) payment method. Claim payment funds are transferred electronically from ESI Canada's bank account and directly deposited in the provider's designated bank account. This arrangement is set up beforehand and authorized by the provider.

Confidentiality

EFT eliminates most hands-on contact, which increases the confidentiality of the payment.

Benefits

The following chart displays the benefits of EFT compared to cheque payments:

EFT	Cheque Payments
Electronic delivery of payment(s), fast and efficient	Canada Post mail delivery
Funds are deposited to the bank account immediately on the day the payment is sent, no need to visit the bank	3-10 business day delivery depending on the region (local and within a province) before the cheque is deposited at the bank
Computerized, no worry of delay or lost/ misplaced/ stolen payments	Mail delivery delay or lost/ misplaced/ stolen cheques
Account interest is earned upon immediate deposit	Account interest is not earned until the cheque is deposited (3-10 business days)
Easy replacement of payment, electronically	Stop payment has to be issued and another cheque prepared for mailing

Additional Orthodontic Payment Codes

Effective April 1, 2010, the NIHB Program has implemented four (4) additional payment codes for Orthodontic services.

P0500 – Orthodontic Observation

Orthodontists (OR) are asked to use Procedure Code P0500 or specific wording when submitting a Predetermination request for subsequent follow-up appointments to the initial orthodontic examination visit. General Practitioners and Paedodontists are reminded to continue using Procedure Code 80601 "Orthodontic Observation" when submitting a Predetermination request for follow-up appointments to the initial orthodontic examination visit.

Pre and Post Surgical Workup

Oral Surgeons (OS) are asked to use the following Procedure Codes or specific wording when submitting Predetermination requests for pre and post surgical workup related to orthodontic treatments:

Proc Code	Description
P2010	Maxillary pre and post surgical workup
P2020	Mandibular pre and post surgical workup
P2030	Maxillary & Mandibular pre and post surgical workup

Pre and post surgical workup treatment may only be considered for coverage when associated with a valid approval for comprehensive orthodontic treatment under the NIHB Program.

Note Procedure Code 01901 is no longer accepted when requesting Predetermination for pre and post surgical workup for oral surgeons (OS).

Providers and clients are welcome to communicate directly with the Orthodontic Review Centre (ORC) at 1-866-227-0943.

Non-Inserted Crown Policy/ Non-Delivered Denture Policy

Non-Inserted Crown Policy

When a crown has been fabricated but not inserted due to circumstances beyond the control of the dental provider; and all efforts have been made to contact the client in order to schedule the delivery/ next visit, the Health Canada Regional Office must be informed in writing on the situation. The NIHB Program may consider paying 100% of the Laboratory Fee (if applicable), and 20% of the Professional Fee. When submitting a claim, the date of the last visit must be used as the Date of Service.

If under any circumstance, through pre or post determination process or audit programs it is found that a provider has inappropriately billed the NIHB Program, all monies will be recovered.

Non-Delivered Denture Policy

When a partial/ complete denture has been fabricated but has not been inserted due to circumstances beyond the control of the dental provider and all efforts have been made to contact the client in order to schedule the delivery/ next visit, the Health Canada Regional office must be informed in writing on the situation. The NIHB Program may consider paying 100% of the Laboratory Fee (if applicable), and 20% of the Professional Fee. When submitting a claim, the date of the last visit must be used as the Date of Service.

For immediate dentures, the NIHB Program may consider paying up to 100% of the Laboratory Fee and 100% of the Professional Fee, once the denture has been completed and a different provider and different office will be completing the insertion after the extractions.

If under any circumstance, through pre or post determination process or audit programs it is found that a provider has inappropriately billed the NIHB Program, all monies will be recovered.

Coordination of Benefits

For each claim, providers must confirm with the client whether or not the client has coverage. If the client confirms that other coverage exists, you must submit the claim to the other payer *first* before submitting for NIHB Program coverage. Third party carriers include provincial/ territorial or private health care plans, social services, Workers Compensation Board (WCB), and employee benefit programs.

After the third party processes the claim and generates a Provider Dental Statement (Explanation of Benefits {EOB}), the statement and a copy of the claim may be sent to ESI Canada for processing.

Note The financial amount quoted on the Predetermination Confirmation Letter is subject to adjustment when coordination of benefits is applied at the time of the claim.

REMINDERS

NIHB Predetermination Confirmation Letters with In-House Laboratory Fees for Denturists

The Predetermination Confirmation Letter includes only the Approved Professional Fee component of the total Denturist Fee. While the applicable In-House Laboratory Fee does not appear on the letter, it has been approved in conjunction with the Professional Fee and is paid at the time of claims processing (does not apply to Nunavut and Yukon Region Denturists).

Note Any adjustments to correct the overpayment on the In-House Laboratory Fee for Denturists will appear on your statement.

Payment and Reimbursement

All cheques submitted for amounts owed to the NIHB Program for claims administered by ESI Canada are to be made payable to the "Receiver General for Canada" and mailed to ESI Canada. Should you require additional information, please contact the Provider Claims Processing Call Centre.

For ESI Canada contact information, refer to "Claims Processing Services Contact Information" located on the front page of this Newsletter.

Calling into the Provider Claims Processing Call Centre

When calling into the Provider Claims Processing Call Centre regarding a Dental claim or to receive technical assistance on the NIHB Claims Services Provider Website, please note the following **quick** prompts:

Language Preference		
Press 1 <i>English</i>	0	Press 2 <i>French</i>

Menu		
Press 1 <i>Dental Claims</i>	0	Press 4 <i>Technical Assistance on the Provider Website</i>

If you are a provider and you wish to enroll with the NIHB Program or check the status of your enrollment, please call 1-888-677-0111, ext 7015.

Extended Hours

The bilingual call centre is open extended hours Monday to Friday 6:30 a.m. to 8:30 p.m. ET, excluding Statutory Holidays to respond to Canada-wide telephone inquiries from enrolled Dental providers regarding the NIHB Program.

Some examples of the type of calls handled through the Provider Claims Processing Call Centre are:

- Verification of:
 - Predetermination requirements
 - Client's benefit eligibility
 - Provider enrolment status

- Eligible NIHB benefits and frequency limits for benefit items
- Interpretation of:
 - Information documented in the NIHB Claims Submission Kit and Attachments, Provider Guide, Newsletters, and NIHB Bulletins
 - Information contained in the Confirmation Letters for Predetermination
- E-mail and fax requests for Health Information and Claims Processing Services (HICPS) communication materials

Notice of Change for Pre-verification

Effective December 1, 2009, Pre-verification (PV) Numbers previously issued by First Canadian Health are no longer available. Providers should still contact the Provider Claims Processing Call Centre to verify eligible benefits under the NIHB Program. For ESI Canada contact information, refer to the **“Claims Processing Services Contact Information”** located on the front page of this Newsletter.

NIHB Dental Fee Updates

The NIHB Dental Benefit Grids are no longer mailed out to providers as they are available for download on the NIHB Claims Services Provider Website.

The completed and planned NIHB dental fee updates for General Practitioners, Specialists, and Denturists are as follows:

NIHB Regional Dental Benefit Grids	
NIHB Dental Fee Updates have been completed for:	Province/ Territory
April 1, 2010	New Brunswick (GP,SP,DN) Newfoundland & Labrador (GP,SP,DN) Nova Scotia (GP,SP,DN) Prince Edward Island (GP,SP,DN)
May 1, 2010	Nunavut (GP,SP,DN) Yukon (GP,SP,DN) Northwest Territories (GP,SP,DN) Alberta (GP,SP,DN)

NIHB Regional Dental Benefit Grids	
NIHB Dental Fee Updates have been planned for:	Province/ Territory
July 1, 2010	Quebec (GP, SP, DN) Ontario (GP, SP) Saskatchewan (GP, SP, DN)
August 1, 2010	Manitoba (GP, SP, DN) British Columbia (GP, SP)

Note The 2010 NIHB Regional Dental Benefit Grids (Denturist only) for Ontario and British Columbia will not be posted to the NIHB Claims Services Provider Website as no changes have occurred. Therefore, please continue to refer to the 2009 Denturist grids.

View and download a copy for each province by visiting the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre to request a copy by e-mail, fax or mail. For ESI Canada contact information, refer to the **“Claims Processing Services Contact Information”** located on the front page of this Newsletter.

Provider Guide for Dental Benefits

The Provider Guide for Dental Benefits provides information on the Health Canada NIHB Program and policies relevant to Dental providers. It explains the extent and limitations of the NIHB Program’s Dental benefits by describing the important elements of each associated policy. This Provider Guide is a supplement to the information contained in the Dental Claims Submission Kit.

The documents are available on the NIHB Claims Services Provider Website and accessed as follows:

- Provider Guide for Dental Benefits, click on Dental link **“Policy and Program Information”**
- Dental Claims Submission Kit, click on Dental link **“Claims Submission Kit”**

Clarification of the Payment Structure of the Restoration Policy

When claiming for restorative services, use the appropriate combination Procedure Code equivalent to the collective number of all distinct surfaces restored on the same Date of Service. Claims are subject to review and may be adjusted by ESI Canada.

For additional information, please consult the Provider Guide for Dental Benefits located on the NIHB Claims Services Provider Website (select Dental link **“Policy and Program Information”**).

Please refer to the attached fax **“Clarification of the Payment Structure of the Restoration Policy”**.

Error Code R26 Predetermination Service Date Violation

When submitting claims to ESI Canada with a Predetermination (PD) Number, the submitted Date of Service must be within the valid period of the Predetermination approval otherwise the claim will be rejected with Error Code R26.

Error Code R28 Client, Provider or Benefit Details on Claim do not Match Predetermination Letter

When submitting claims to ESI Canada with a Predetermination Number, please ensure that all of the following items are recorded and match the information stated on the Predetermination Confirmation Letter, otherwise the claim will be rejected with an Error Code R28:

- Client ID # (for verified client)
- Procedure Code
- Tooth Code (tooth, arch, sextant or quadrant code), if valued on the PD record
- Tooth Surface (M, D, I, O, L, B, V or F), if valued on the PD Record

- Provider # (submitted Provider # must match Provider # on PD Record)

Applications for Treatment Requiring Predetermination

All dental services requiring Predetermination must be submitted to the applicable FNIH Regional Office or Orthodontic Review Centre (ORC) for adjudication. These services include all dental services listed in the NIHB Regional Dental Benefit Grid Schedule B, and services exceeding frequency eligibility listed in Schedule A. If otherwise, the claim will be rejected with Error Code R49 "Benefit Requires Predetermination".

For a listing of the FNIH Regional Office locations and the ORC, refer to the links below:

a) FNIH Regional Office locations

<http://www.hc-sc.gc.ca/contact/fniah-spnia/fnih-spni/nihbr-ssnar-eng.php>

b) Orthodontic Review Centre

<http://www.hc-sc.gc.ca/contact/fniah-spnia/fnih-spni/nihbpa-ssnaap-eng.php#orc>

To view and download the NIHB Regional Dental Benefit Grids, please visit the NIHB Claims Services Provider Website (select dental link "Dental Benefit Grids").

Billing and Payment Guidelines

Manual submitted provider claims should be sent at *least every two weeks* using one of the following billing methods:

- Standard Dental Claim Form
- Computer generated form
- ACDQ Dental Claim and Treatment Form
- NIHB Dental Claim Form (formerly Dent-29)

In order to expedite payments, providers are encouraged to bill ESI Canada and submit claims by Electronic Data Interchange (EDI) which is a point of service claim submission method.

Note Reversals and corrections to previously paid claims may be submitted on your NIHB Dental Claim Statement.

Regardless of the billing method used, all required data elements must be recorded to ensure the efficient payment of claims. Data elements must be submitted in the same order as displayed on the NIHB Dental Claim Form.

REGIONAL NEWS

ALBERTA

NIHB Regional Dental Benefit Grid

General Practitioners and Specialists

Fee discrepancies have been found in the Alberta General Practitioners and Specialists (Schedule A and B) NIHB Regional Dental Benefit Grid (effective date May 1, 2010).

The complete list of discrepancies and an updated Dental Benefit Grid displaying all revisions highlighted in grey can be found on the NIHB Claims Services Provider website (select Dental link "Dental Benefit Grids"). For those providers who do not have access to the NIHB Claims Services Provider Website, please contact the Provider Claims Processing Call Centre to obtain a copy.

For further information or questions, please contact the **Alberta Regional Office at 1-888-495-2516**.

NORTHWEST TERRITORIES

NIHB Regional Dental Benefit Grid

General Practitioners and Specialists

The dental benefit grids were updated on June 11, 2010 to include Paedodontists' procedure codes and fees and were effective as of May 1, 2010.

The updated Dental Benefit Grids can be found on the NIHB Claims Services Provider Website (select Dental link "Dental Benefit Grids"). For those providers who do not have access to the NIHB Claims Services Provider Website, please contact the Provider Claims Processing Call Centre to obtain a copy.

For further information or questions, please contact the **Northern Region Dental Predetermination Centre at 1-888-332-9222**.

YUKON

NIHB Regional Dental Benefit Grid

General Practitioners and Specialists

The dental benefit grids were updated on June 11, 2010 to include Paedodontist procedure codes and fees which were effective as of May 1, 2010. In addition, revisions were made to procedure codes 92442 and 92449.

The updated Dental Benefit Grids displaying all revisions (highlighted in grey) can be found on the NIHB Claims Services Provider Website (select Dental link "Dental Benefit Grids"). For those providers who do not have access to the NIHB Claims Services Provider Website, please contact the Provider Claims Processing Call Centre to obtain a copy.

For further information or questions, please contact the **Northern Region Dental Predetermination Centre at 1-888-332-9222**.

Clarification of the Payment Structure of the Restoration Policy

The NIHB Program would like to clarify the payment structure/ level of the restorative policy. The restorative policy can also be found by referring to the Section 8.3 in the “Dental Provider Guide” page 10 and/ or by accessing directly the following web link: http://www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/_dent/2009-prov-four-guide/index-eng.php#a83

For restorative services on **permanent anterior and posterior teeth**, when performed on the same client, same tooth and same date of service, the fee is determined by counting the total number of distinct surfaces/ classes restored up to the cost of a five (5) surface/ complete tooth reconstruction restoration procedure code.

For restorative services on **primary incisors**, only eligible for clients under the age of five (5), when performed on the same client, same tooth and same date of service, the fee is determined by counting the total number of distinct surfaces/ classes restored up to the cost of a polycarbonate crown.

For restorative services on **primary cuspids and primary molars**, when performed on the same client, same tooth and same date of service, the fee is determined by counting the total number of distinct surfaces/ classes restored up to the cost of a stainless steel crown.

Bonded amalgam is covered at the rate of non-bonded amalgam.

Composite and amalgam procedures for the same client, same tooth and same date of service are covered at the rate of non-bonded amalgam.

The NIHB Program would like to thank you for your support as you continue to provide health services to First Nations and Inuit clients.