

NEW INFORMATION

Reinstating polishing procedure code 11107

The NIHB Program would like to inform dentists and dental specialists that the polishing - half unit procedure code (11107) has been reinstated as an eligible dental service under the Program, with the effective date of August 1, 2013. The corresponding fee is set at half of the cost of the polishing - one unit procedure code (11101). This procedure code is not applicable to Québec Region.

Updating Personal Information in the Indian Registry System (IRS)

Currently, some clients may be denied access to benefits because their identity cannot be easily determined and authenticated by NIHB health care providers. When clients provide information to health care providers that does not match information contained in the (Indian Registry System) IRS, providers may have difficulty authenticating their identity and may refuse to provide service. In order to avoid these types of situations, it is important that the IRS contain up-to-date client information including any changes to names and aliases. Clients should contact their local Band office or Aboriginal Affairs and Northern Development Canada office in order to update personal information contained in the IRS.

Find Updates about the NIHB Program On-line

The latest news about the NIHB Program is now available on-line. NIHB's Program Updates are written for clients and are intended to inform them about their coverage, as well as updates to NIHB policy and benefit information. Providers who are also interested in reading and sharing this information can find it on Health Canada's website at: www.hc-sc.gc.ca/fnihah-spnia/nihb-ssna/benefit-prestation/newsletter-bulletin-eng.php

REMINDERS

Sedation/GA/Facilities coverage under the NIHB

The NIHB Program provides coverage for general anaesthesia and sedation services, including facilities where applicable. These services require predetermination (PD). In addition, there is a frequency limitation of once in any twelve (12) month period for general anaesthesia and deep/moderate sedation services.

All general anaesthesia and sedation requests must be supported with a written rationale, and/or documents, and with a comprehensive treatment plan from the treating and/or referring dentist/specialist indicating all completed treatment and pending treatment needs.

NIHB Program does not cover general anaesthetics and sedation services, including nitrous oxide for the sole purpose of rendering diagnostic and preventive services.

For more information on the NIHB Sedation and General Anaesthesia Policy, please visit the Health Canada website at: www.hc-sc.gc.ca/fnihah-spnia/pubs/nihb-ssna/dent/2012-guide/index-eng.php

NIHB Crown Coverage

The NIHB Program will consider coverage of a single metal or porcelain-fused to metal crown for eligible teeth, once per tooth in any eight (8) year period (96 months). The requests for coverage of a replacement must be supported with a written justification and must meet all of the guidelines and criteria of the NIHB Crown Policy.

As of November 1, 2012, the NIHB Program implemented a frequency of one (1) crown in any three (3) year period per client as part of the NIHB Crown Policy.

For more information on the NIHB Crown Policy, please visit the Health Canada website at: www.hc-sc.gc.ca/fnihah-spnia/pubs/nihb-ssna/dent/2012-guide/index-eng.php

Submission of Predetermination Requests

Express Scripts Canada is receiving predetermination (PD) requests from dental providers. Please be informed that Express Scripts Canada does not process these requests. **All PD requests must be sent to the Dental Predetermination Centre (DPC) or the British Columbia Health Canada Regional Office for adjudication.** Orthodontic treatment requests must be submitted to the Orthodontic Review Centre (ORC).

Predetermination Documentation Requirements

In order for the NIHB Program to review a predetermination request for coverage, dental providers must submit all necessary documentation applicable to the dental service in question, as outlined in the respective NIHB policy.

The predetermination (PD) process confirms a client's eligibility for coverage and the claim verification process confirms delivery of the treatment as predetermined. When a PD is issued for dental services, the PD **must** be properly supported equally in the client's chart. The dental provider is only eligible for payment for the services rendered, regardless of the services approved on the PD.

Incomplete Predetermination Submissions

The DPC and British Columbia Health Canada Regional Office will return incomplete predetermination (PD) submissions unprocessed.

**NIHB Program and Express Scripts Canada
Contact Information can be found on the last page of this
NIHB Newsletter**

In situations where dental providers are in receipt of their PD submission from the NIHB Program with an indication that there are missing items that prevent the review process to take place, dental providers must resubmit their request with complete supporting documentation, and not only the missing items.

Submission Requirements for Coverage for Complicated/Surgical/Impacted Teeth Extractions

Dental providers are reminded that coverage requests for complicated and surgical extractions, including extraction of impacted teeth require predetermination and must be supported by clinical findings/notes and radiographs. However, these requests can be submitted as post-determinations and same requirements still apply.

Radiographs Submissions

Dental providers are reminded that radiographs submitted to the Dental Predetermination Centre (DPC) and Health Canada's British Columbia Regional Office must be labeled with the client's name, provider's name, and date of service (if duplicate radiographs are submitted, they must identify either the right or left side of the client's mouth). When in receipt of a radiograph where the date indicated reflects the administrative date and not the date of service, the NIHB Program will return the respective submission unprocessed.

When submitting enlarged digital radiographs, of any type, dental providers are requested to print a measurement scale on the radiograph to facilitate the assessment.

Providers should not send any radiographs with manual claims to Express Scripts Canada, as they are not required for claims adjudication. Express Scripts Canada will no longer return copies of radiographs to dental providers. The radiographs will be kept with the claim submission however, any **original radiographs** that Express Scripts Canada may receive with provider claims will be returned to provider office upon request to the Provider Claims Processing Call Centre.

Laboratory Tests/Analysis Submissions

A copy of the laboratory report is required when dental providers are submitting requests for coverage of laboratory tests/analysis.

Models to be sent to the Orthodontic Review Centre

Dental providers must **not** send models to Express Scripts Canada. Models must be sent to the Orthodontic Review Centre (ORC).

**Orthodontic Review Centre
Non-Insured Health Benefits
First Nations and Inuit Health Branch
Health Canada
Address Locator 1902C
2nd Floor, Jeanne Mance Building
200 Eglantine Driveway
Ottawa, ON K1A 0K9**

Submitting Dental Manual Claims

Express Scripts Canada is receiving a high volume of manual dental claims that are being returned due to incorrect or missing information on the form. Most common errors are found in the **Provider Information and Client Identification sections**.

Please complete all necessary information on the designated claim form.

Please use a minimum of 11-point font if completing the claim form on a personal computer.

Note Providers need to indicate which specific claim line a predetermination (PD) applies to on the dental claim form.

Modified Claim Return Process

Express Scripts Canada is committed to protecting personal information. Privacy affects all aspects of our business from how we communicate with you to how we handle personal identifiable information as well as personal health information. To protect personal information, effective November 1, 2012, Express Scripts Canada introduced changes to our manual claims processing service. NIHB claim forms are no longer returned to the provider due to missing and/or incorrect information received. A Provider Return Letter will be faxed or mailed to the provider referencing the client name and date of service for the claim(s) received, and the details of why the claim(s) was not adjudicated and not processed. **A newly completed claim form should be returned to Express Scripts Canada with the updated or missing information.** Please fax or mail your completed claim form to:

Toll Free Fax No.: 1-866-249-6098

Mail: Express Scripts Canada, NIHB Dental Claims, 3080 Yonge Street, Suite 3002, Toronto, ON M4N 3N1

Claim Corrections and Adjustments

Adjustments to previously paid claims must be submitted to Express Scripts Canada as corrections noted on the NIHB Dental Claim Statement.

Ensure the professional fee, corrections and/or any other change request is clearly identified and the claim line in question is clearly identified.

Payment Errors

If there is a payment error, providers should:

- Send a copy of their NIHB Dental Claim Statement indicating the payment error to Express Scripts Canada, including the date of service (DOS) in question with the client name and client identification number.

Same-Day Claim Reversal

Dental Providers may submit electronic claims and same day reversals for dental services using the EDI system, for real-time adjudication.

Importance of Most Current Provider Information

It is important that the most *current* provider information is provided to Express Scripts Canada, otherwise providers may not receive new and important information from NIHB and Express Scripts Canada regarding NIHB coverage, claims submission procedures, etc.

A verbal request is accepted at the Provider Claims Processing Call Centre to change the following important provider information:

- E-mail address, fax number, phone number, and/or *correction* to your current address.

All other changes to provider information must be completed on the *Modification to Dental Provider Information Form*, signed by the dental provider, and submitted by fax or mail as indicated on the form.

These types of changes include:

- New complete address (e.g., moved), name of clinic/office, banking information (e.g., change or setup), and/or no longer working at a specific clinic/office.

The Modification to Dental Provider Information Form can be downloaded from the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre to request a copy.

Enrolling Additional Dental Offices

If a dental provider practices at *more than one dental office* each office must be enrolled with Express Scripts Canada in order to avoid disruption of service for claims processing and/or payment.

If you have not already enrolled a new office, please complete and sign a *Dental Provider Enrolment Form* and **fax to Express Scripts Canada's Provider Relations Department at 1-855-622-0669**. The enrolment form can be downloaded from the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre to request a copy.

GO Green, GO Paperless!

Make e-mail your first choice of communication delivery!

Stay informed with real time (same day) e-mail delivery of Health Canada's NIHB Program.

- ...No more tying up the fax machine's day-to-day activity.
- ...Save and share your communications within your office network at the click of your mouse.
- ...Reduce office space (e.g., filing cabinets) and costs associated with business supplies (e.g., paper, printer, fax machine, etc).

ONE EASY STEP... Place a verbal request to the Provider Claims Processing Call Centre at 1-888-511-4666.

NIHB PROGRAM AND EXPRESS SCRIPTS CANADA CONTACT INFORMATION

Please have your Provider Number readily available when contacting the Provider Claims Processing Call Centre

EXPRESS SCRIPTS CANADA

Provider Claims Processing Call Centre

Please have your Provider Number readily available

Inquiries and Password Resets

1-888-511-4666

Extended Hours

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

Dental Claims

Mail Dental claims to:

Express Scripts Canada
NIHB Dental Claims
3080 Yonge Street, Suite 3002,
Toronto, ON M4N 3N1

Dental Provider Enrolment

*Each additional Dental office must be enrolled
with the NIHB Program with its
own Office ID prior to services being rendered*

Fax Completed

Dental Provider Enrolment Form to:

NEW Toll Free Fax No.: 1-855-622-0669

Other Correspondence

Mail to:

Express Scripts Canada
5770 Hurontario St., 10th Floor,
Mississauga, ON L5R 3G5

NIHB Forms

Download from the

NIHB Claims Services Provider Website or contact
the Provider Claims Processing Call Centre

www.provider.express-scripts.ca

NIHB PROGRAM DENTAL BENEFITS

Dental Predetermination Centre (DPC)

Dental Predetermination Centre
Non-Insured Health Benefits
First Nations and Inuit Health Branch
Health Canada
Address Locator 1902D

2nd Floor, Jeanne Mance Building
200 Eglantine Driveway
Ottawa, ON K1A 0K9

Toll Free Phone No.: 1-855-618-6291

Toll Free Fax No.: 1-855-618-6290

Health Canada Regional Office

PREDETERMINATIONS

The dental PD process will not be centralized for the British Columbia Region. All PD, client reimbursement and appeal requests will continue to be handled by NIHB's British Columbia Health Canada Regional Office until further notice:

British Columbia

1-888-321-5003

Orthodontic Review Centre (ORC)

Toll Free Phone No.: 1 866 227 0943

Toll Free Fax No.: 1 866 227 0957

Orthodontic treatment requests must continue to be submitted to the Orthodontic Review Centre (ORC).

NOTE Express Scripts Canada is receiving predetermination (PD) requests from dental providers. Please be informed that Express Scripts Canada does not process these requests. All PD requests must be sent to the Dental Predetermination Centre (DPC) or the British Columbia Health Canada Regional Office for adjudication. Orthodontic treatment requests must be submitted to the Orthodontic Review Centre (ORC).