

NEW INFORMATION

Dental Price Fee Updates

The NIHB Regional Dental Benefit Grids for General Practitioners (GP), Specialists (SP), and Denturists (DN) contain eligible NIHB procedure codes and fees used for the submission of dental claims. The procedure codes listed in the grids are based on the Canadian Dental Association (CDA) Uniform System of Coding and List of Services, Association des chirurgiens dentistes du Québec (ACDQ) and Fédération des dentistes spécialistes du Québec (FDSQ) Fee Guide and Description of Dental Treatment Services, Denturists Association of Canada (DAC) Guide.

The 2015 NIHB dental fee updates are planned for the following dates:

Province/Territory	NIHB Dental Fee Update
Northwest Territories Nunavut Saskatchewan Yukon	February 1, 2015
New Brunswick Newfoundland and Labrador Nova Scotia Prince Edward Island	March 1, 2015
Alberta Ontario	April 1, 2015
Québec British Columbia	May 1, 2015
Manitoba	June 1, 2015

NIHB Regional Dental Benefit Grids are located on Express Scripts Canada's NIHB Claims Services Provider Website at www.provider.express-scripts.ca along with the latest updates, errata and amendments. Upon entering your username and password within the Dental section, click Dental Benefit Grids and choose the current year and corresponding province/territory. For providers without access to the internet, please contact the Express Scripts Canada Provider Claims Processing Centre at 1-888-511-4666 to request a copy.

Accuracy of Software-Generated Forms

It is important that your office software be configured correctly to fill in accurate information on the Explanation of Benefits (EOB) form and other documentation. It only takes a moment to ensure that your software is suitably configured to correctly identify Express Scripts Canada on behalf of the Non-Insured Health Benefits (NIHB) program as the carrier/insurance company name on your EOBs. Outdated or incorrect information is a potential source of confusion for you and your clients.

Please check your software documentation or contact your vendor in the event that you need to update your settings.

Inuit clients

Providers are reminded that both First Nations and Inuit clients are eligible for NIHB Program benefits. Eligible Inuit clients have an NIHB Program identification number that begins with an "N" followed by 8 digits, however there is no official card that has this number on it (unlike the 'Certificate of Indian Status' number presented by First Nations clients). Many Inuit clients travel from the Territories to access medical services in urban centres; if an Inuit client provides you with their Territorial health care card, this number may also be used in place of the "N number" in order to file a benefit claim with the NIHB Program. If the client does not know their "N number" and does not have their Territorial health care card, please request a piece of photo ID that contains the client's full name and date of birth and contact the NIHB Dental Predetermination Centre for assistance in confirming client eligibility for NIHB benefits.

REMINDERS

Next Day Claims Verification (NDCV) Program

The Next Day Claims Verification (NDCV) Program consists of a review of claims submitted by Providers the day following receipt by Express Scripts Canada. This review does include services found under Schedule A, where predetermination is not required and Schedule B, where predetermination is required. No paid services are excluded from the NDCV Program.

For more information, please refer to the NIHB Dental Claims Submission Kit; *Section 5: Provider Audit Program*, and *Section 7.3: Predeterminations*.

Endodontic Trial Project

Providers are reminded that the Endodontic Trial Project has been extended until March 31, 2016.

As per the general conditions related to Endodontic Trial Project extension period, the NIHB Program will continue to conduct samplings of randomly selected paid standard root canals which will be assessed against the current NIHB Endodontic Policy. All supporting documentation must be submitted upon request, otherwise subject to payment reversal. Cases that are found non-compliant are subject to payment reversal. As well, while assessing PD submissions for other dental services (e.g. crowns), any paid RCT observed in the supporting documentation provided, claimed without a PD and determined non-compliant will be subject to payment reversal.

For recurrent non-compliant providers, the NIHB Program will reinstate the PD requirement for RCT procedures applying to all teeth.

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

For more detailed information on the NIHB Endodontic Policy, please refer to the NIHB Dental Benefit Guide's Endodontic Services section. This document can be found and downloaded from the Health Canada website at:
www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/dent/2014-guide/index-eng.php

Incomplete Predetermination Forms

The NIHB Dental Predetermination Centre (DPC) is receiving a high volume of predetermination requests that cannot be processed due to incorrect or missing information on the form. Most common errors are found in the Provider Information and Client Identification sections. In order to ensure timely processing, all the mandatory information must be completed on the designated form. Providers are also reminded that PD requests must be supported with all necessary documentation applicable to the dental service in question in order for a review to take place.

Using the appropriate procedure code

Dental providers are reminded to use the appropriate procedure code corresponding to the treatment rendered for all types of submissions: claims, predeterminations and post-determinations. In addition, the client chart/record must document and support the services provided, claimed and paid by the Program. Following a predetermination approval, the details on the claim submission must match the details on the Predetermination Confirmation Letter (e.g., client identifiers, procedure code, tooth number, surface codes, quadrant, sextant or arch codes). Failure to comply with this requirement will result in either delayed or denied payments.

GO GREEN – Move to E-mail Communications!

- ... **Make e-mail your first choice of communication delivery for general communications (e.g. NIHB Newsletters)!** Receive same-day e-mail delivery from Express Scripts Canada to stay informed of Health Canada's NIHB Program.
- ... Only print as needed to reduce costs associated with business supplies (e.g., paper, printer, fax machine, etc.) and office space (e.g. filing cabinets).
- ... Save and share your communications within your office network at the click of your mouse.

It's EASY to make the change... Either:

- Place a verbal request to the Express Scripts Canada Provider Claims Processing Call Centre at 1-888-511-4666; **OR**
- Complete the *Modification to Dental Provider Information Form*.

Note: The above is not applicable to predetermination confirmation letters. These will continue to be sent via fax or mail (depending on your specified mode of communication).

NIHB PROGRAM AND EXPRESS SCRIPTS CANADA CONTACT INFORMATION

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 Relations Department & Provider Enrolments

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:
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

NIHB Dental Predetermination Centre (DPC)

Dental Services

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

Orthodontic Services

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

Toll Free Phone No.: 1-866-227-0943
Toll Free Fax No.: 1-866-227-0957

PREDETERMINATIONS

British Columbia

The dental PD process will not be centralized for the BC Region. As of October 1, 2013, all PD, client reimbursement and appeal requests are handled by the British Columbia First Nations Health Authority.

British Columbia First Nations Health Authority
757 West Hastings Street
Suite 540
Vancouver, British Columbia V6C 3E6

Telephone: 1-888-321-5003
Fax: 1-604-666-5815