

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) Fee Guide and Description of Dental Treatment Services, the Fédération des dentistes spécialistes du Québec (FDSQ) Fee Guide and the 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, 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.

NIHB Dental Policy Framework

The updated NIHB Dental Benefit Policy Framework (2014) is now available at www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/_dent/framework-cadre/index-eng.php.

Exception Criteria for Prefabricated Metal Crowns on Permanent Posterior Teeth

Prefabricated metal crowns (stainless steel crown - procedure code 22311) on permanent posterior teeth are **not** eligible services under the NIHB Program, however may be considered for coverage on an exception basis (predetermination required) in the following situations:

1. High caries-risk clients 17 years of age and under - for bicuspid and molars where four or five surfaces are affected.
2. Diagnosed hypoplasia in clients 17 years of age and under.

In addition, providers must ensure that the permanent posterior tooth meets the NIHB crown policy, guidelines and criteria in order to be considered for coverage for a stainless steel crown. The crown policy is available at www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/_dent/2011-07_poli_crown-courounnes/index-eng.php.

Dental Claims

If "pay client/guardian" is indicated on a claim, payment will be sent directly to the client. If payment is **not** intended to go to the client, "pay client/guardian" should not be indicated on the claim form.

REMINDERS

Submissions of Predetermination Requests

Health Canada regional offices are still receiving predetermination (PD) requests from dental providers. Providers are reminded that regional offices do not process such requests. All PD requests (orthodontic and dental) must be sent to the NIHB Dental Predetermination Centre (DPC).

PD dental requests (excluding orthodontic requests) for British Columbia (BC) clients must be sent to the BC First Nations Health Authority for adjudication.

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

Submission of Claims

Claims for Schedule A services, or claims supported with a valid predetermination number must be submitted to Express Scripts Canada for payment.

Express Scripts Canada's contact information is available on the last page of this newsletter.

Friendly reminder: Contact information found on older Dent-29 Forms is outdated and inaccurate. Providers can download the updated form at www.provider.express-scripts.ca/pdf/Dental_English/NIHB_Dental_Claim_Form.pdf.

Process for Co-ordination of Benefits/Explanation of Benefits

NIHB clients who have alternate dental coverage under a private health care plan, or public health or social program, are required to submit their claim to their other dental plan or program first. The primary payer should provide a detailed statement of coverage called an Explanation of Benefits (EOB). The NIHB Program will then co-ordinate payment for eligible benefits based on the EOB from the primary payer.

Claims submitted to Express Scripts Canada involving co-ordination of benefits (COB) must be accompanied by an EOB or explanation of coverage decision in order to be processed. Express Scripts Canada requires documentation that the claim was submitted to the other payer first.

Radiographs Submissions

In order for the NIHB Dental Predetermination Centre to assess a PD request against Program policies, it is imperative that the supporting documentation be current and of good diagnostic quality. More specifically, **conventional or digital radiographs (periapical, bitewings and panoramic)** must be:

- Current (within last twelve months of the submission).
- Of good diagnostic quality (i.e., size, resolution and contrast).
- Mounted and labeled with the date of service, client name and provider name.

If duplicate radiographs are submitted, they must identify 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 may return the respective submission unprocessed.

Claim Modification Return Process

When submitting modified claims for payment, please ensure the entire claim form is complete before sending it to Express Scripts Canada. Forwarding an updated return letter is insufficient and the claim will not be processed. The letter will be sent back to the provider requesting the correctly completed claim form.

Enrolling Additional Dental Offices

Providers practising at more than one office must enrol **each** office with Express Scripts Canada in order to avoid disruption of service for claims processing and/or payment.

If you have not enrolled your new office, please complete and sign a *Dental Provider Enrolment Form* and **fax it 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 at www.provider.express-scripts.ca/dentists.html, or contact the Express Scripts Canada Provider Claims Processing Call Centre to request a copy.

NIHB Dental Claims Submission Kit

Please visit Express Scripts Canada's NIHB Claims Services Provider Website at www.provider.express-scripts.ca/dentists.html to download a copy of the most current NIHB Dental Claims Submission Kit. 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.

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