



NEW INFORMATION

Frequency Change for Crown Coverage

Following a review of the NIHB's Crown Policy, the frequency in which the Program will consider coverage for eligible crowns has been changed. Effective September 1, 2016, the Program will consider coverage of up to four (4) crowns in any 10 year period. The frequency for coverage of post and cores has also been adjusted to align with the new crown frequency. The Restorative Services section of the Dental Benefits Guide has been updated to reflect this change. Policies are available on Health Canada's website at: hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/dent/2014-guide/index-eng.php.

Fees for Denture Services

The fee for complete and partial dentures includes a three (3) month period of post-insertion care which encompasses all adjustments and modifications. The NIHB Program does not cover any other denture-related procedures during this period.

Also, denture adjustments done on the same date of service and in conjunction with the delivery of new dentures, denture repairs, relines, rebases and/or tissue conditioning, are included in the fees billed and paid for these services.

General Principles for Billing under the NIHB Program

To facilitate access to medically necessary services, providers are asked to bill the Program directly and are reminded to not charge clients upfront fees as per the Terms and Conditions described in the Provider Claims Submission Kit and the Dental Benefits Guide. For some clients, fees charged at the point of service may represent a barrier to accessing needed dental services.

Faxing Dental Claim Submissions to Express Scripts Canada

Providers can now fax original NIHB claim forms for processing to Express Scripts Canada. If preferred, providers can continue submitting claims by mail.

Claim forms are available at provider.express-scripts.ca/documents/Dental/Forms/English/NIHB_Dental_Claim_Form.pdf.

If completing the manual form by hand, please make sure that the handwriting is legible and fax the completed claim to 1 (888) 249-6098.

Express Scripts Canada will notify the provider using the Provider Return Letter and request a resubmission if the fax is illegible.

The submission process for predeterminations (PD) will remain as is; continue to send requests to the Dental Predetermination Centre (DPC).

Below is a summary of documents that can be submitted by fax.

SPECIALTY AREA	MANUAL FORMS ACCEPTED BY FAX	ATTACHMENTS TO BE SUBMITTED WITH ORIGINAL CLAIM FORM (IF APPLICABLE)
Dental	<ul style="list-style-type: none"> Standard Dental Claim Form Computer generated form ACDQ Dental Claim NIHB Dental Claim Form (Dent-29) 	<ul style="list-style-type: none"> Explanation of Benefits*

*If required, must be included with faxed claim forms.

Quick Reference Sheet

Quick Reference Sheets have been developed by the Canadian Dental Association (CDA) and the *Association des chirurgiens dentistes du Québec* (ACDQ) in collaboration with the NIHB Program. The purpose of these reference sheets is to provide NIHB Program information along with key contact information to dental providers. These are available to download or print at provider.express-scripts.ca/documents/Dental/Forms/English/NIHB_QR_Sheet_QC.pdf.

REMINDERS

Choose Fax Option to Receive Your Predetermination Letters

Providers are strongly encouraged to **select fax** as their preferred method to receive PD letters more promptly. When sent by fax, the PD letter is received the same day as the PD adjudication.

To change the PD communication preference from mail to fax, please complete and submit section A of the *NIHB Program Modification to Dental Provider Information Form* found at provider.express-scripts.ca/documents/Dental/Forms/English/NIHB_Program_Modification_to_Dental_Provider_Information_Form.pdf or contact the Express Scripts Canada Provider Claims Processing Call Centre. If providers wish to receive general NIHB Program communications (e.g. newsletters) by email, rather than mail or fax, they can make this selection at the same time as modifying the PD communications preference.

NIHB PROGRAM AND EXPRESS SCRIPTS CANADA CONTACT INFORMATION

EXPRESS SCRIPTS CANADA Provider Claims Processing Call Centre

*Please have your Provider Number
readily available*

Inquiries

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

Fax Dental claims to:

Toll Free Fax No.: 1 (888) 249-6098

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 PROGRAM DENTAL BENEFITS

NIHB Dental Predetermination Centre (DPC)

Dental Services

**Non-Insured Health Benefits
First Nations and Inuit Health Branch**

**Health Canada
200 Eglantine Driveway
Address Locator 1902D
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
200 Eglantine Driveway
Address Locator 1902C
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 is not centralized for the BC Region.
All PD, client reimbursement and appeal requests are
handled by the First Nations Health Authority.

**First Nations Health Authority
757 West Hastings Street
Suite 540**

Vancouver, BC V6C 3E6

Telephone: 1 (888) 321-5003

Fax: 1 (604) 666-5815

NIHB Forms

Download from the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre.