

Who is eligible for NIHB coverage?

Registered First Nations and recognized Inuit residing in Canada

What identification should an eligible client provide?

An eligible client should provide one (1) piece of photo ID and one (1) of the following:

- Indian Status Card*
- Northwest Territories Gov. Health Plan Number*
- Nunavut Gov. Health Plan Number*
- FNIHB Client Identification Number (N-Number)*

*Please do not deny service due to expiration of any of the ID's listed above. Benefits are still eligible.

Note: *It is the responsibility of the provider to verify that the client is who they claim they are prior to rendering service.*

If a client declares that his/her status card is lost or stolen, what can I do?

If a client declares that his/her card is lost or stolen, providers can call the Express Scripts Canada Call Centre to verify client eligibility with NIHB.

Clients should be encouraged to apply at Indigenous and Northern Affairs Canada (INAC) or their Inuit land claims organization for a new card as soon as possible.

Are unregistered infants eligible for coverage under NIHB?

Parents and guardians of infant children must apply for registered Indian status or seek recognition from their Inuit land claims organization as soon as possible to ensure their child's access to NIHB benefits.

Please contact the NIHB Dental Predetermination Centre if dental services are required for an unregistered infant.

What does the NIHB Program cover?

NIHB covered services are divided into two (2) schedules:

Schedule A:

- Does not require predetermination (PD)
- May have frequency limitations (It is **highly** recommended that you call Express Scripts Canada prior to each procedure to confirm a client's frequency limitation)
- Can be billed directly to Express Scripts Canada

Schedule B:

- Requires a PD prior to services being rendered
- PD requests must be sent to the NIHB Dental Predetermination Centre for review against NIHB policies
- PD requests require the submission of supporting documentation which varies depending on the dental service requested (see table on reverse)

Please note that some dental services are not covered under the NIHB Program. These services are defined as *exclusions* and cannot be considered for appeal. **Examples include (not limited to):** fixed prosthodontics, implants and all implant related procedures and cosmetic services.

Are NIHB fees the same as provincial/territorial dental association fees?

The fees set by NIHB do not necessarily align with those set by each dental association. Please refer to your Regional dental Benefits Grid. Dental providers are encouraged to directly bill the Program at the NIHB fees, so that clients do not face charges at the point of service.

The published list and fees of procedures covered by the NIHB Program can be found on the Express Scripts Canada website: <http://provider.express-scripts.ca/dental/benefit-grids>

Where can I find the forms needed to submit a claim or PD request?

<http://provider.express-scripts.ca/dental/forms>

Is there an appeal process for clients?

Following the denial for coverage of a dental service, NIHB clients have the right to appeal the Program's decision.

- There are three (3) levels of appeal
- Appeals must be initiated in writing and signed by the client, parent or guardian
- At each stage, the appeal must be accompanied by complete supporting documentation

More information regarding the appeals process can be found at: www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/benefit-prestation/appe/index-eng.php

Where can I find further information on the NIHB Program?

Government of Canada Website for policy and Program information:

www.canada/nihb

Express Scripts Canada Website for bulletins, announcements, regional benefit grids (Schedule A & B), newsletters, forms, Dental Claims Submission Kit, and the Dental Benefits Guide:

<http://provider.express-scripts.ca/>

Information on the *NIHB Provider Audit Program* can be found in the Dental Claims Submission Kit (Express Scripts Canada Website):

<http://provider.express-scripts.ca/dental/claims-submission-kit>

Who do I contact with questions about the NIHB Program?

For inquiries to address issues such as, but not limited to:

- General NIHB dental benefit information
- Client and dental service eligibility
- Frequency limitations
- Claim processing outcome
- Billing process, including payment

Contact Express Scripts Canada Call Centre at
1-888-511-4666

For inquiries to address issues such as, but not limited to:

- NIHB specific information on dental policies
- Status of specific PD request, including outcome

Contact DPC - Dental Services at
1-855-618-6291
or DPC - Orthodontic Services at
1-866-227-0943

PD Supporting Documentation Requirements

Requirement	Scaling/Root Planing	Endodontic Services*	Crowns	Removable Partial Dentures	General Anaesthesia/Sedation
PD/Post-D request on a complete claim form	√	√	√	√	√
Comprehensive treatment plan	√	√	√	√	√
Periapical radiographs	√	√	√	√	√
Bitewing radiographs	√	√	√	√	√
Notation of all missing teeth	√	√	√	√	√
Periodontal charting	√	√	√		
Periodontal tooth specific measurements		√	√		
All pertinent clinical findings/notes/rationale	√	√	√	√	√

NOTE: Checkmarks indicate mandatory requirements. Other supporting documentation may be required.

* For requests above frequency; for teeth #8; or when requested by the dental provider.

Contact Information

Express Scripts Canada	NIHB Dental Predetermination Centre (DPC)	
<p>Inquiries Express Scripts Canada Provider Claims Processing Call Centre: 1-888-511-4666</p> <p>Dental claims Express Scripts Canada NIHB Dental Claims 3080 Yonge Street, Suite 3002 Toronto, ON M4N 3N1</p> <p>Other Correspondence Express Scripts Canada 5770 Hurontario St., 10th Floor Mississauga, ON L5R 3G5</p>	<p>Dental Services NIHB Program 200 Eglantine Driveway Address Locator 1902D Ottawa, ON K1A 0K9</p> <p>Phone Numbers Toll Free Phone: 1-855-618-6291 Toll Free Fax: 1-855-618-6290</p>	<p>Orthodontic Services NIHB Program 200 Eglantine Driveway Address Locator 1902C Ottawa, ON K1A 0K9</p> <p>Phone Numbers Toll Free Phone: 1-866-227-0943 Toll Free Fax: 1-866-227-0957</p>