



NEW INFORMATION

Claim Corrections - Dental Claim Statement

The dental claim statement provides detailed information on claim submissions, including rejection codes explaining the reason(s) for unpaid claims.

Generated payment rejections resulting from administrative errors (i.e. incorrect tooth number, surfaces, procedure codes, missing predetermination number) may be resubmitted once corrected. Corrections are to be made directly on the claim statement and sent to Express Scripts Canada within twelve (12) months from the date of service.

Note: To make a correction on the claim statement, providers are to strike out the incorrect information and record the correct information. DO NOT erase or white out the original information on the claim statement.

As a reminder, the details on the claim and predetermination (PD) confirmation letter must match. Should an amendment to the PD be required, dental providers must contact the NIHB Dental Predetermination Centre prior to resubmitting their claim to Express Scripts Canada.

2020 NIHB Dental Fee Updates

NIHB regional dental fee updates are scheduled to take place from February to June 2020 as indicated in the table below. The updated fees will appear in the NIHB Regional Dental Benefit Grids, organized by general practitioners (GP), specialists (SP), oral surgeons (OS), denturists (DN) and dental hygienists (HY). The grids contain maximum NIHB fees for eligible procedure codes.

The 2020 NIHB Regional dental fee updates are planned for the following dates:

NIHB Dental Fee Updates	Province/Territory
February 1, 2020	Saskatchewan Northwest Territories Nunavut Yukon
March 1, 2020	New Brunswick Newfoundland & Labrador Nova Scotia Prince Edward Island
April 1, 2020	Alberta Ontario
May 1, 2020	Quebec Manitoba
June 1, 2020	British Columbia

[NIHB Regional Dental Benefit Grids](#) are available on provider.express-scripts.ca along with the latest updates, errata and amendments. Upon entering the Dental section, select Dental Benefit Grids and then choose the current year and the desired province/territory and corresponding provider specialty (e.g., GP/SP, HY, DN and OS).

REMINDERS

Providers in British Columbia

As of September 16, 2019, the NIHB Program and Express Scripts Canada (ESC) no longer administer health benefits on behalf of the First Nations Health Authority (FNHA). Pacific Blue Cross has become the new administrator for certain elements of the FNHA Health Benefits Program for First Nations residents of BC. For further information, contact the FNHA support line at 1-855-550-5454.

For First Nations non-residents and Inuit, there is no change. Contact the NIHB Program as noted on the Contact Information page.

Avoiding Delays in Manual Submissions

Manual submissions are often returned to providers due to the omission of information. The top three (3) reasons for the return of such submissions are:

- Issue:** The Predetermination/Post determination (PD) request was sent to Express Scripts Canada rather than the NIHB Dental Predetermination Centre (DPC).
Remedy: A fully completed predetermination form for dental procedures requiring a PD must be submitted to the NIHB DPC for review. Refer to the contact information page of this newsletter for the DPC address. Please consult the [NIHB Regional Dental Benefit Grids](#) for the list of procedures requiring a PD. For a claim that has been predetermined and approved in part or in full, the PD number indicated on the NIHB confirmation letter must be entered beside the corresponding claim line.
- Issue:** The provider did not sign or stamp the claim form.
Remedy: Verify that the form contains the signature or office verification stamp of the provider who has performed the procedure.
- Issue:** The nine-digit provider number was invalid or omitted.

Remedy: Verify that the claim includes the complete Express Scripts Canada nine-digit unique provider number. If required, contact the Express Scripts Canada Provider Claims Processing Call Centre at 1-888-511-4666 to obtain the correct provider number.

For manual claim submission requirements, consult the [NIHB Dental Claims Submission Kit](#) located on the Express Scripts Canada Provider website.

NIHB PROGRAM AND EXPRESS SCRIPTS CANADA CONTACT INFORMATION

EXPRESS SCRIPTS CANADA

Provider Claims Processing Call Centre

*Please have your provider number
readily available*

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 claims to:

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

Fax claims to:

1-888-249-6098

Provider Relations Department

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

Fax Completed Enrolment Forms to:

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

Indigenous Services Canada

200 Eglantine Driveway
Address Locator 1902D
Ottawa, ON K1A 0K9

Toll Free Telephone 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

Indigenous Services Canada

200 Eglantine Driveway
Address Locator 1902C
Ottawa, ON K1A 0K9

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

British Columbia

First Nations residents of BC:
FNHA support line: 1-855-550-5454

Inuit and First Nations non-residents of BC:
Contact NIHB Program as noted above.

NIHB Forms

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