

Non-Insured Health Benefits (NIHB) Program

2016 Dental Quick Reference Sheet



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)*

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

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

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 (ESC) prior to each procedure to confirm a client's frequency limitation)
- Can be billed directly to ESC

Schedule B:

- Requires a PD prior to services being rendered
- PD requests must be sent to the NIHB Dental Predetermination Centre (DPC) for review against NIHB policies
- PD requests requires 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:** fixed prosthodontics, implants and all implant related procedures, cosmetic services, and porcelain/ceramic crowns.

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. Dental providers are encouraged to directly bill the Program, at the NIHB fee, and not to balance-bill clients so that they 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 ESC 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?

Health Canada Website for policy and program information:

www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/benefit-prestation/index-eng.php

ESC 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/>

Who do I contact with questions about the NIHB Program?

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

ESC Provider Claims Processing Call Centre
1-888-511-4666

Inquiries to address issues such as, but not limited to:

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

DPC - Dental Services

1-855-618-6291

DPC - Orthodontic Services

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.

*Periodontal Screening and Recording (PSR), and/or Periodontal assessment may be submitted in place of periodontal charting.

** For abutment teeth

Contact Information

<p style="text-align: center;"><u>Express Scripts Canada (ESC)</u></p> <p style="text-align: center;"><u>Inquiries</u> ESC Provider Claims Processing Call Centre: 1-888-511-4666</p> <p style="text-align: center;"><u>Dental claims</u> Express Scripts Canada, NIHB Dental Claims 3080 Yonge Street, Suite 3002, Toronto, ON M4N 3N1</p> <p style="text-align: center;"><u>Other Correspondence</u> Express Scripts Canada 5770 Hurontario St., 10th Floor Mississauga, ON L5R 3G5</p>	<p style="text-align: center;"><u>NIHB Dental Predetermination Centre (DPC)</u></p> <p style="text-align: center;"><u>Dental Services</u> NIHB, FNIHB, Health Canada Address Locator 1902D 2nd Floor, Jeanne Mance Building, 200 Eglantine Driveway Ottawa, ON K1A 0K9</p> <p style="text-align: center;"><u>Phone Numbers</u> Toll Free Phone: 1-855-618-6291 Toll Free Fax: 1-855-618-6290</p>	<p style="text-align: center;"><u>NIHB Dental Predetermination Centre (DPC)</u></p> <p style="text-align: center;"><u>Orthodontic Services</u> NIHB, FNIHB, Health Canada Address Locator 1902C 2nd Floor, Jeanne Mance Building, 200 Eglantine Driveway Ottawa, ON K1A 0K9</p> <p style="text-align: center;"><u>Phone Numbers</u> Toll Free Phone: 1-866-227-0943 Toll Free Fax: 1-866-227-0957</p>
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