

## Non-Insured Health Benefits (NIHB) Program

### 2024 Independent Dental Hygienist 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?

First Nations clients will need to provide one (1) of the following to their Dental provider:

- Indian Status Card, or an official letter marked 'Certificate of Indian Status'
- NIHB Client Identification Number (B-number)

Inuit clients will need to provide one (1) of the following to their Dental provider:

- Northwest Territories Gov. Health Card
- Nunavut Gov. Health Card
- NIHB Client Identification Number (N-number)

Inuit clients accessing services outside their home Territory may use their Territorial health card number as their NIHB number so that Dental providers can bill for eligible benefits.

If an identification document does not include the client's photo, you will also need a piece of photo ID.

#### What does the NIHB Program cover?

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

##### Schedule A (No Predetermination Required)

- May have frequency limitations (It is **highly** recommended that prior to each procedure you confirm a client's frequency limitation by calling Express Scripts Canada or checking online through your secure web-based account).
- Can be billed directly to Express Scripts Canada.

##### Schedule B (Predetermination Required)

- Predetermination (PD) requests must be sent to the NIHB Dental Predetermination Centre (DPC) for review against NIHB policies.
- PD requests for additional units of scaling and root planing require the submission of supporting documentation (see table on reverse).

**Note:** When claiming dental services subject of an approved PD request (i.e., Schedule B services, additional units of scaling and root planing), the PD number **must** be included on the claim form.

Eligible dental services must be provided in accordance with the respective dental hygienist provincial / territorial regulations and scope of practice.

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)** cosmetic services and periodontal appliances including mouth guards (sports).

#### What documentation am I required to send for predetermination of additional units of scaling / root planing?

The following documentation must be submitted through your secure web-based account or by mail to support a PD request:

A completed predetermination request: <ul style="list-style-type: none"> <li>• Computer generated form;</li> <li>• CDHA National Hygiene Claim Form;</li> <li>• Provincial/Territorial dental hygiene form, where applicable; OR</li> <li>• NIHB Dent-29 Claim Form</li> </ul>	✓
Treatment plan	✓
Current conventional or digital radiographs (within last 12 months), where applicable: <ul style="list-style-type: none"> <li>• Periapical and bitewing radiographs: <ul style="list-style-type: none"> <li>○ Must be of good diagnostic quality (size, resolution, contrast)</li> <li>○ Must be mounted and labeled with the date of service, client name, and provider name</li> </ul> </li> <li>• A panoramic radiograph may be submitted in addition to, but not in place of periapical and bitewing radiographs</li> </ul>	✓
Detailed periodontal charting	✓
Dental hygiene diagnosis and prognosis of periodontal issues	✓
All pertinent clinical/medical findings/notes supporting the PD request	✓

#### Why should a provider enroll with the NIHB Program?

Providers enrolled with the NIHB Program can benefit from services, such as:

**Direct Deposit:** a free and secure electronic payment service that directly deposits claim payments into the provider's designated bank account on the day the payment is issued. Payments will be issued once every two weeks.

**Electronic Data Interchange (EDI):** a point of service claim submission service which submits claims electronically and directly from the provider's office software in real time, acknowledging the result of the claim immediately.

**Website and online services:** create a secure web-based account through the Express Scripts Canada NIHB Provider and Client website to access self-service functions to:

- submit enrolment documents
- update contact information
- access remittance statements
- submit predetermination requests
- check the status of predetermination requests
- update an existing predetermination request that has been put on hold for missing information
- verify client eligibility and next available date
- submit claims for processing
- view claims history
- request update to direct deposit information
- access NIHB Program alerts and forms

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

The fees set by NIHB may not be the same as those set by each association. Please refer to your regional HY-NIHB Dental Benefit Grid for fees of procedures covered by the NIHB Program. These can be found on the Express Scripts Canada NIHB Provider and Client website at <https://nihb-ssna.express-scripts.ca/en/0205140506092019/04/0407>.

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.

## 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. Providers are encouraged to support the client with the submission of necessary documentation.

More information regarding the appeals process can be found at [www.canada.ca/nihb](http://www.canada.ca/nihb).

## Frequency guidelines for selected preventive services (no predetermination)

	0-11 years	12-16 years	17+ years
<b>Recall exam</b>	1 in any 6 month period	1 in any 6 month period	1 in any 12 month period
<b>Polishing</b>	1 time in any 6 month period	1 time in any 6 month period	1 time in any 12 month period
<b>Fluoride Varnish</b>	1 treatment in any 6 month period	1 treatment in any 6 month period	1 treatment in any 12 month period
<b>Application of Anticariogenic/Antimicrobial Agents (includes silver diamine fluoride)</b>	3 treatments in any 12 month period	3 treatments in any 12 month period	1 treatment in any 12 month period
<b>Scaling in combination with root planing*</b>	1 unit in any 12 month period	2 units in any 12 month period	4 units in any 12 month period

**Note:** \*Predetermination is required for the NIHB program to consider coverage for **additional units** of scaling and root planing over the maximum allowable units. Predetermination requests are adjudicated on a rolling twelve months period (not a calendar year).

## Where can I find further information on the NIHB Program?

Please visit the Government of Canada website for policy and Program information, including the Dental Benefits Guide, at [www.canada.ca/nihb](http://www.canada.ca/nihb).

Please visit the Express Scripts Canada NIHB Provider and Client

website for bulletins, announcements, claim and PD forms, regional Dental Benefit Grids (Schedule A & B), newsletters, Dental Claims Submission Kit, etc. at <https://nihb-ssna.express-scripts.ca/en/0205140506092019/04>. Information on the Provider claim verification program can be found in the Dental Claims Submission Kit.

## Who do I contact with questions about the NIHB Program?

<p><b>For inquiries to address issues such as, but not limited to:</b></p> <ul style="list-style-type: none"> <li>• General NIHB dental benefit information</li> <li>• Client and dental service eligibility</li> <li>• Frequency limitations</li> <li>• Claim processing outcome</li> <li>• Billing process, including payment</li> </ul>	<p><b>For inquiries to address issues such as, but not limited to:</b></p> <ul style="list-style-type: none"> <li>• NIHB Program and policy information</li> <li>• Specific information on NIHB dental policies</li> <li>• Status or outcome of specific PD request</li> </ul>		
<p><b>NIHB Call Centre at Express Scripts Canada:</b> 1-888-511-4666</p> <p><b>Dental claims</b> Express Scripts Canada 3080 Yonge Street, Suite 3002 Toronto ON M4N 3N1</p> <p><b>Other Correspondence</b> Express Scripts Canada 5770 Hurontario St., 10<sup>th</sup> Floor Mississauga ON L5R 3G5</p>	<p><b>NIHB Dental Predetermination Centre:</b></p> <table> <tbody> <tr> <td> <p><b>Dental Services</b> Toll Free Phone: 1-855-618-6291 Toll Free Fax: 1-855-618-6290</p> <p>NIHB Program 200 Eglantine Driveway Address Locator 1902D Ottawa ON K1A 0K9</p> </td> <td> <p><b>Orthodontic Services</b> Toll Free Phone: 1-866-227-0943 Toll Free Fax: 1-866-227-0957</p> <p>NIHB Program 200 Eglantine Driveway Address Locator 1902C Ottawa ON K1A 0K9</p> </td> </tr> </tbody> </table>	<p><b>Dental Services</b> Toll Free Phone: 1-855-618-6291 Toll Free Fax: 1-855-618-6290</p> <p>NIHB Program 200 Eglantine Driveway Address Locator 1902D Ottawa ON K1A 0K9</p>	<p><b>Orthodontic Services</b> Toll Free Phone: 1-866-227-0943 Toll Free Fax: 1-866-227-0957</p> <p>NIHB Program 200 Eglantine Driveway Address Locator 1902C Ottawa ON K1A 0K9</p>
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