

Independent Dental Hygienists under the Non-Insured Health Benefits (NIHB) Program

Questions and Answers

What is the Non-Insured Health Benefits Program?

The Non-Insured Health Benefits Program is Health Canada's national, health benefit program that provides coverage for benefit claims for a specified range of medically necessary drugs, dental care, vision care, medical supplies and equipment, mental health counselling and medical transportation for eligible First Nations and Inuit clients.

Can all Registered (licensed) Dental Hygienists (RDH's) in Canada enroll with the NIHB program?

No, only dental hygienists who are registered to practise and are in good standing with the regulatory body of the province/territory in which they practise may enroll. In addition, dental hygienists must satisfy provincial/territorial regulations that describe conditions under which dental hygienists are permitted to work as independent practitioners. If you are unsure as to whether you are authorised to practise independently, please contact your provincial/territorial regulatory authority.

A condition of enrolment in the Program is verification of registration with your regulatory college.

Who is responsible for verifying the credentials of independent registered dental hygienists in the NIHB Program?

Health Canada's claims processor, Express Scripts Canada, will verify the applicant's registration status with the applicant's regulatory body and confirm authorization to enroll as an independent provider.

How do I register to provide services to NIHB Program clients?

Please consult the Express Scripts Canada Provider website, at <https://nihb.express-scripts.ca/NIHBProvider/enrol> to access the Dental Hygienist Provider Enrolment Form.

The enrolment form must be completed, signed and sent to Express Scripts Canada, Provider Relations:

By fax: 1-855-622-0669

By mail: Express Scripts Canada, Attention: Provider Relations, 5770 Hurontario St., 10th Floor, Mississauga, ON L5R 3G5

What if I am already enrolled with Express Scripts through CDHA?

NIHB is a separate program from Express Scripts. Although your Unique Identifier Number (UIN) will remain the same, you need to submit a completed NIHB Program Dental Hygienist Enrolment Form to Express Scripts Canada in order to submit claims to NIHB.

Following your enrollment with the NIHB Program, you will be provided with an NIHB provider number.

How will I be informed of my enrolment status?

Express Scripts Canada will send a confirmation of the enrolment directly to you by mail. The term of the enrolment will commence on the effective date (June 1, 2016 or thereafter) of the Unique Provider Number issued by Express Scripts Canada.

What is the independent dental hygienist's responsibility concerning client status?

The dental hygiene provider is responsible to verify that a client is eligible for benefit coverage under the NIHB Program. It is recommended that providers confirm the client's status as a registered First Nations by verifying the client status card or recognized Inuit by verifying a government issued picture ID. It is the responsibility of the provider to verify that the client is the same person indicated on the client status card.

It is important for providers to be aware that First Nations or Inuit NIHB clients should not be denied services because the renewal date on their status card has expired. Providers can call the Express Scripts Canada call centre to verify client eligibility with NIHB.

What is my responsibility concerning client and service eligibility under the NIHB Program?

The dental hygiene provider is responsible for confirming client and service eligibility under the NIHB Program by communicating with Express Scripts Canada.

What dental hygiene services are eligible under the NIHB Program?

Eligible dental hygiene services are categorized into two (2) schedules:

- **Schedule A services** - do not require predetermination; however, they are governed by annual or bi-annual frequencies.
- **Schedule B services** - always require predetermination; please submit your treatment plan on a NIHB Dental Claim form (Dent-29) by mail to the NIHB Dental Predetermination Centre.

For a detailed list of eligible services, please consult the NIHB dental hygienists (DH) fee grid for your province/territory.

For information related to policies and frequency limitation of eligible dental hygiene services under the NIHB program, please refer to the NIHB Dental Benefits Guide (see section *Reference Documents*).

How should the independent dental hygienist proceed in a community where the Health Canada's Children's Oral Health Initiative (COHI) services are available?

Children 0-7 years of age eligible to receive COHI treatment in their community **are not** eligible for dental hygiene services under the NIHB Program.

To avoid duplication of preventive services, it is recommended that dental providers enrolled in the NIHB Program confirm with the parent/caregiver/guardian if the child is enrolled in COHI, and if COHI services are planned by another provider.

What happens if a dental hygiene service is rejected based on frequency limitation?

If Express Scripts Canada rejects a claim for a dental hygiene service based on a frequency limitation, the dental provider can submit the request supported with a rationale as a post-determination to the NIHB Dental Predetermination Centre **for consideration**. In order to avoid claim rejection, it is recommended that the dental hygiene provider pre-verify treatment by contacting:

Express Scripts Canada Provider Claims Processing Call Centre:
Toll Free Phone No: 1-855-511-4666

What form should be used to submit claims for dental hygiene services under the NIHB Program?

Claims and predetermination/post-determination requests must be submitted on a *NIHB Dental Claim form, Pre-Determination & Post-Determination Form* (Dent-29) which is available on the Express Scripts Canada website, at <https://nihb.express-scripts.ca/NIHBProvider/benefits/dental?page=dental-forms&benefit=dental>

How do I submit claims manually and/or electronically?

Claims must be sent to Express Scripts Canada either:

- Electronically (through EDI – Electronic Data Interchange through CDHANet). Providers must be a CDHA member and have a CDHANet# in order to submit claims electronically. To learn more and to sign up with CDHANet, please visit www.cdha.ca/IPN.

OR

- Manually (by mail).
 - o Providers who are not a CDHA member and do not have a CDHANet# must use the Unique Provider Number assigned to them by Express Scripts Canada.
 - o Providers who are a CDHA member and have a CDHANet# must use this Unique Identifier Number (UIN) to submit claims manually.

Predetermination/post–determination Requests

Predetermination/post-determination requests must be sent to the NIHB Dental Predetermination Centre by mail.

NIHB Dental Predetermination Centre
First Nations and Inuit Health Branch
200 Eglantine Driveway, 2nd Floor
Address Locator 1902D
Ottawa, ON K1A-OK9

What if the client is also covered under another plan?

If a client is covered by another plan, the other plan must be accessed first for payment and then a completed NIHB Dental Claim form (Dent-29) along with an explanation of benefits statement must be sent to Express Scripts Canada to process the claim and apply the coordination of benefits. The NIHB Program will consider reimbursing the difference up to the maximum allowable under the NIHB Program regional DH fee grids.

Is balance billing or upfront payment permitted under the NIHB Program?

No. As per the signed agreement (provider enrollment form), independent dental hygienists are not permitted to balance bill or ask for upfront payment from eligible NIHB clients. NIHB fees for enrolled independent dental hygienists are set out in the NIHB Program DH regional fee grids. Dental hygiene services must be provided without direct charge to the client.

How are dental hygienists paid through the NIHB Program?

The Dental Claim Statement accompanies the claims payment cheque and provides information about each dental claim processed. If payments are made through EFT, the monies are deposited in the Provider's designated bank account, and the Dental Claim Statement is mailed to the Provider's business address. The Dental Claim Statement may provide additional client identification information, which should be added to the client's records and be used for all future claims submissions.

The Dental Claim Statement lists all submitted and entered claims settled, adjusted claims, and all claims returned during the current period. Returned Claims include the appropriate reject message explaining the reason each Claim was not paid. Express Scripts Canada issues the Dental Claim Statement twice a month on the 1st and 16th in either English or French, depending on the Provider's language of choice.

What is the dental hygienist's responsibility concerning the referral process in a situation where the client does not have a treating dentist?

In order to ensure continuity in service delivery, the dental hygiene provider is responsible for providing the client with the appropriate referral form.

Clients inquiring about dental hygiene providers who are enrolled in the NIHB Program, may be advised to seek assistance from NIHB Navigators. More information about NIHB Navigators, including contact information, can be found on the Assembly of First Nations website at the following link: <http://www.afn.ca/first-nations-non-insured-health-benefits-nihb-navigators/>

What is the independent dental hygienist's responsibility under the provider audit program?

In order for providers enrolled with Express Scripts Canada to claim directly for services provided to NIHB clients, they must retain client records and charts (electronic or hard copies) which support the services rendered and claimed. Upon request, the provider must provide copies of any and all records and charts related to the claim(s) under review.

In the case of an on-site audit, the provider must either grant access to, or work jointly with, Health Canada's Claims Processor in order to gain access to the location where client records

and charts are kept, (for example, Community Health Centre). For audit program details, please contact Express Scripts Canada.

Reference documents:

NIHB Dental Claims Submission Kit at <https://nihb.express-scripts.ca/NIHBProvider/benefits/dental?page=dental-claims&benefit=dental>

NIHB Dental Benefits Guide at <https://nihb.express-scripts.ca/NIHBProvider/benefits/dental?page=dental-grid&benefit=dental>

Contact Information

For enrolments, client and service eligibility and claims processing inquiries:

Express Scripts Canada Provider Enrolments
Toll Free Fax No.: 1-855-622-0669

Express Scripts Canada Provider Claims Processing Call Centre:
Toll Free Phone No: 1-855-511-4666

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

For dental policies, predetermination/post-determination inquiries:

Dental Predetermination Centre
Non-Insured Health Benefits
First Nations and Inuit Health Branch
Health Canada
Address Locator 1902D
200 Eglantine Driveway
Ottawa, ON K1A 0K9
Toll Free Phone No.: 1-855-618-6291
Toll Free Fax No.: 1-855-618-6290

For Unique Identification Numbers (UIN), CDHAnet inquiries:

Canadian Dental Hygienists Association
1122 Wellington St W
Ottawa, ON K1Y 2Y7
Toll Free Phone No.: 1-800-267-5235
Fax No.: (613) 224-7283
info@cdha.ca
www.cdha.ca/IPN