

## Non-Insured Health Benefits (NIHB) Program 2021 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) of the following:

- Indian Status Card\*
- Northwest Territories Gov. Health Card\*
- Nunavut Gov. Health Card\*
- NIHB 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.

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

**Note:** It is the responsibility of the provider to verify client identification prior to rendering service.

### If a client declares that their status card is lost or stolen, what can I do?

If a client declares that their status card is lost or stolen, providers can verify client eligibility with NIHB by calling the NIHB Call Centre at Express Scripts Canada or checking on-line through their secure web-based account at <https://nihb.express-scripts.ca>.

Clients should be encouraged to apply for a new card as soon as possible.

### Are unregistered infants eligible for coverage under NIHB?

Yes, an infant less than 18 months of age, whose parent is an eligible client, is eligible for dental coverage under the NIHB Program. Parents and guardians of infant children must apply for registration 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 under 18 months of age.

### 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 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 may not be the same as those set by each dental association. Please refer to your regional Dental Benefits Grid for fees of procedures covered by the NIHB Program. These can be found on the Express Scripts Canada website at <https://nihb.express-scripts.ca/NIHBProvider/benefits/dental?page=dental-grid&benefit=dental>.

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

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

### NEW: Website and Online Services!

Providers have the option creating a secure web-based account through the Express Scripts Canada NIHB website at <https://nihb.express-scripts.ca>.

Using this website, providers can access self-service functions in order to:

- submit enrolment documents
- update contact information
- access remittance statements
- check the status of predetermination requests
- 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

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

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

Please visit the Express Scripts Canada NIHB website for bulletins, announcements, regional Dental Benefit Grids (Schedule A & B), newsletters, Dental Claims Submission Kit, and the Dental Benefits Guide at <https://nihb.express-scripts.ca>.

Forms needed to submit a claim or PD request can be found on the Express Scripts Canada NIHB website at <https://nihb.express-scripts.ca/NIHBProvider/benefits/dental?page=dental-forms&benefit=dental>.

Information on the Provider claim verification program can be found in the Dental Claims Submission Kit (Express Scripts Canada NIHB website) at <https://nihb.express-scripts.ca>.

[scripts.ca/NIHBProvider/benefits/dental?page=dental-claims&benefit=dental](https://scripts.ca/NIHBProvider/benefits/dental?page=dental-claims&benefit=dental).

## 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.

## 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.

\* PD is not required for standard root canal treatments (RCT) on incisors, canines, bicuspid, first and second molars, if the request is within frequency limitations.

\*\*For detailed information on the NIHB Partial Denture Trial Project, providers may refer to the Dental Benefits Guide at [canada.ca/nihb-dental](http://canada.ca/nihb-dental)

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

For inquiries to address issues such as, but not limited to:	For inquiries to address issues such as, but not limited to:		
<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>	<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>		
<b>NIHB Call Centre at Express Scripts Canada:</b> 1-888-511-4666  <b>Dental claims</b> Express Scripts Canada 3080 Yonge Street, Suite 3002 Toronto ON M4N 3N1  <b>Other Correspondence</b> Express Scripts Canada 5770 Hurontario St., 10 <sup>th</sup> Floor Mississauga ON L5R 3G5	<b>NIHB Dental Predetermination Centre:</b>  <table> <tr> <td> <b>Dental Services</b>  Toll Free Phone: 1-855-618-6291  Toll Free Fax: 1-855-618-6290   NIHB Program  200 Eglantine Driveway  Address Locator 1902D  Ottawa ON K1A 0K9 </td><td> <b>Orthodontic Services</b>  Toll Free Phone: 1-866-227-0943  Toll Free Fax: 1-866-227-0957   NIHB Program  200 Eglantine Driveway  Address Locator 1902C  Ottawa ON K1A 0K9 </td></tr> </table>	<b>Dental Services</b> Toll Free Phone: 1-855-618-6291 Toll Free Fax: 1-855-618-6290  NIHB Program 200 Eglantine Driveway Address Locator 1902D Ottawa ON K1A 0K9	<b>Orthodontic Services</b> Toll Free Phone: 1-866-227-0943 Toll Free Fax: 1-866-227-0957  NIHB Program 200 Eglantine Driveway Address Locator 1902C Ottawa ON K1A 0K9
<b>Dental Services</b> Toll Free Phone: 1-855-618-6291 Toll Free Fax: 1-855-618-6290  NIHB Program 200 Eglantine Driveway Address Locator 1902D Ottawa ON K1A 0K9	<b>Orthodontic Services</b> Toll Free Phone: 1-866-227-0943 Toll Free Fax: 1-866-227-0957  NIHB Program 200 Eglantine Driveway Address Locator 1902C Ottawa ON K1A 0K9		