



April 24, 2020

COVID-19 - INFORMATION FOR DENTAL PROVIDERS

Non-Insured Health Benefits (NIHB) Program: Dental Updates

‘Consultation with Client’ Code for the Duration of COVID 19 Pandemic

In response to the current COVID-19 pandemic, and to facilitate the emergency management and triage of clients’ acute oral health care needs, the Non-Insured Health Benefits (NIHB) Program has included eligible codes temporarily under Schedule A to be used when providing consultation services by phone or other virtual methods. Please refer to the list of codes in the table below.

This service does not require predetermination; therefore, providers can submit the claim directly to Express Scripts Canada for payment. Please note that the terms and conditions regarding coordination of benefits still apply.

For further details, please consult your respective regional dental benefit grid on the Express Scripts Canada website at <https://provider.express-scripts.ca/>. Providers will be informed before the code is removed from the Schedule A benefits list.

For dental related inquiries, please contact the NIHB Dental Predetermination Centre at: 1-855-618-6291 (dental services) or 1-866-227-0943 (orthodontic services).

Eligible Codes	Dental Provider Type	NIHB Code Description
05201	GP/SP (All Regions, except Quebec)	Consultation with client for the emergency management and triage of clients’ acute oral health care needs by phone or other virtual method
91120 *	GP/SP Quebec	
70050	Denturists (All Regions)	
00971	Independent Dental Hygienists (BC, AB, MB, SK, ON,NL, NB, NS)	

* Providers not having access to this code in their electronic system (EDI) must submit their claims manually to ESC.



Coverage of Infants

In order to support unregistered infants in accessing benefits during the pandemic, as a temporary measure until further notice, the NIHB Program will provide coverage to an infant under the age 24 months with an eligible parent.

For an infant under 24 months, please contact the Dental Predetermination Centre at 1-855-618-6291. A temporary number will be created to access coverage.

Indian Status Card, NIHB Client Identification and Card Renewal Date

For registered First Nations clients, the Indian registration number serves as the NIHB client identification number. Providers are reminded that if a First Nation status card has passed its expiry date, the registration number can still be used to submit NIHB claims. Providers can call the Express Scripts Canada Call Centre at 1-888-511-4666 to verify client eligibility with NIHB.