

DHW Dental Bulletin

Department of Health & Wellness (DHW) Dentists Guide Updates:

The most current *Dentists Guide* and *Tariff for Billing Software* is available online. Please visit novascotia.ca/dhw/children-dental and click on the links under Important Resources at the right of the page to update your billing system.

These updates were made to ensure changes with the new dental tariff agreement were consistently applied. DHW continues to work closely with the Nova Scotia Dental Association to resolve any issues.

Claims submitted between January 23 and February 12th are being re-processed for accuracy. There is no need to re-submit.

Administrative Service Improvements:

As the administrator for government dental programs, Green Shield Canada (GSC) is committed to process improvement. As a result, you will see the following changes:

- 1) **New toll-free line:** Effective immediately, a new toll-free line consisting of program specialists dedicated to Nova Scotia's provincial dental programs is available to answer your calls and process claims in accordance with policies and procedures outlined by the Province. The new toll-free number is **1-833-739-4035**.
- 2) **Explanation of benefits:** Approval information on explanation of benefits forms for the Children's Oral Health Program, Individuals with Special Needs Oral Health Program (SNP), and Employment Support and Income Assistance dental plan is now provided and itemized as **NS GOVERNMENT PROGRAM**. This replaces the previous process where offices received approval information by mailed letter.
- 3) **SNP applications:** When GSC receives SNP applications they will no longer return the form submitted. GSC will now send an email to confirm approval or denial of the claim request or indicate if further information is required. Dentists should continue to retain a copy of the form they submit for their files.

DHW Dentists Guide & Tariff for Billing Vendors:

Visit novascotia.ca/dhw/children-dental for links to DHW's latest Dentists Guide and Tariff for Billing Software located under Important Resources at the right of the page.

Questions?

For any clarifications, please call customer service at the new dedicated line:

1-833-739-4035 (8:30 AM – 4:30 PM)