

DHW Dental Bulletin

Billing Reminders and Administrative Updates

Changes to x-ray submissions

Effective January 1, 2018, hardcopies of x-rays or other supporting documents mailed in with service claims will no longer be returned. Duplicate films, paper and/or photo paper copies of digitized images will continue to be accepted. Dental providers also have the option to submit claims and send electronic x-rays using providerConnect.

Tips for submitting x-rays with providerConnect:

- Attach the digital image with the claim – one available option is to take a photo with your cell phone of the x-ray on your view box and upload it.
- Once the estimate is processed, the patient statement is available for viewing using providerConnect.
- Be sure to include relevant x-rays and a list of **all** missing teeth (with their extraction dates) when required.

Coordinating benefits with a private plan

Where the plans below are payer of last resort, residents must access their private coverage first:

- Children's Oral Health Program (COHP)
- Mentally Challenged Program (SNP)
- Cleft Palate / Craniofacial Program (CPC)
- Exceptional Circumstance Request (ECR)

The provincial coverage will pay any eligible balance left over after private coverage has been accessed up to the Department Health and Wellness (DHW) tariff rate. A coordination of benefits statement must be submitted along with the claim form. All regulations still apply when coordinating benefits.

The Children's Oral Health Program is provided to ensure equal access to basic dental care for eligible children residing in Nova Scotia. It is not designed to enhance private dental plans. Procedure codes will not be changed to accommodate eligibility under DHW dental plans.

Extractions

Extractions may be eligible if they meet regulated criteria. Routine extractions of wisdom teeth and extractions for crowding purposes are not eligible under prevention alone. Detailed program criteria are listed in the Dentists Guide available online at:

novascotia.ca/dhw/children-dental/DHW_DENTISTS_GUIDE_01_17.pdf

Questions?

For further information on claim submission, please do not hesitate to contact Customer Service at **1-888-711-1119**. Hours of operation are 9:30 am to 9:30 pm.
