

## THE CHILDREN'S ORAL HEALTH PROGRAM & EXTRACTIONS: IMPORTANT REMINDERS ABOUT ELIGIBILITY & RIGHT TO AUDIT

In October 2022, a similar bulletin was issued reminding dentists that from time to time, on behalf of the Province of Nova Scotia, GreenShield as the administrator for the Department of Health and Wellness' Medical Services Insurance (MSI) Dental Programs will conduct a review of claims submitted, either through on-site visits or review of claims and chart entries. [dhw-dental-bulletin-october-2022.pdf \(novascotia.ca\)](#)

The results the most recent audit of extractions billed under the Children's Oral Health Program (COH) continues to indicate there is a widespread misunderstanding of what is eligible for MSI coverage, or the process is simply not being followed. To put it in perspective, this year 154 INELIGIBLE extraction claims were identified under the Children's Oral Health Program. 108 different dental providers submitted these claims.

On page 33 of the current DHW Dentists Guide (most current version is July 2023), which can be found at <https://novascotia.ca/dhw/dental-programs/children-oral-health-program.asp> by clicking on the Dentists Resources link and then it will be displayed under Download on the right side of the page, you will find the requirements for extractions as follows:

Extractions are only insured in the event of:

- unrestorable caries, infection (with or without swelling and/or bleeding), or trauma; or
- demonstrable pain that may be accompanied with infection, swelling and/or bleeding, infection, or trauma; or
- ankylosis; or
- supernumerary teeth (including mesiodens)

## DHW Dentists Guide

Visit [novascotia.ca/dhw/dental-programs/dentists-resources.asp](https://novascotia.ca/dhw/dental-programs/dentists-resources.asp) for links to DHW's latest Dentists Guide

## Questions?

For any clarifications, please call customer service at Nova Scotia's dedicated line:

**1-833-739-4035 (8:30 AM – 4:30 PM)**

Under General Conditions, beginning on page 6 of the Guide it states (emphasis added):

- Dentists are entitled to payment for insured services where: The service has been performed; Supporting documentation exists to verify the type and extent of the service relative to the fee claimed; and There is an indication in the chart, where applicable, that guidelines for payment eligibility have been met. If a claim for a service is submitted, GSC/DHW will assume, on a prepayment basis, that guidelines have been met.
- All DHW services are subject to post-payment audit. A dentist shall, upon request by the appointed DHW dental auditor and at the auditor's discretion provide or make available for on-site examination, patient records maintained by the dentist with respect to the insured dental services under review, as may be required by the auditor, to clarify or verify services for which fees have been claimed. If the patient's chart and/or other pertinent patient records cannot support the claim either in part or full, then the appointed DHW auditor has the authority to request reimbursement for the partial or full payment amount of the service or of the lesser service provided. The appointed DHW auditor may make notes or photocopies of the documentation or records relevant to the insured services under review, as necessary to document and support their findings.

The purpose of this bulletin is to remind all dentists of the billing guidelines in the DHW Guide, particularly as it relates to extractions and clearly documenting in the patient's chart the reason for the extraction(s). **Extraction claims rendered following the date of this Bulletin that are inconsistent with the terms of the COHP may be subject to recovery"**