

DHW DENTAL BULLETIN

While GreenShield's operations are not impacted by the Canada Post work stoppage, we appreciate that some dental offices rely on Canada Post to submit claims and or receive payments for services. As the administrator for the Department of Health & Wellness's dental benefit programs, GreenShield would like to remind you of the different methods available to you to submit claims (other than mail), to prevent delays in claims processing during the Canada Post work stoppage. We also want to provide you with the steps to sign up for direct deposit to prevent delays in payments.

Supporting Your Office and Servicing Clients

Online claim submissions:

As always, GreenShield's fully operational online services are available to support you every day. If you are currently not using electronic means to submit your claims, we encourage you to do so to prevent delays in claims processing. This can be done with ease through either CDANet by using your dental software or through providerConnect™.

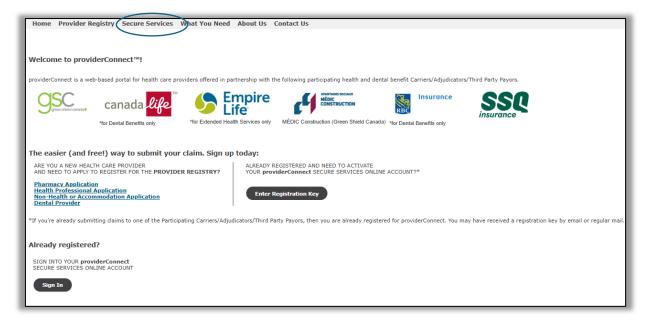
How to Submit Claims Through providerConnect™

- If you are not already registered for providerConnect™ but you are registered with the CDAnet, you can request a registration key by calling GreenShield at 1-833-739-4035.
- ➤ A representative will assist you in obtaining instant access to providerConnect[™].
- Once registered, you will be able to submit claims/predeterminations for immediate processing, have access to view statements, and sign up for Electronic Funds Transfer to get your money back faster.

How to Submit Items That Cannot be Submitted Through Your Dental Software

This option is commonly used for items like hospital premiums, assistant fees, Exceptional Circumstance Request packages and Frequency of Benefits requests.

- From the home page, click on "What You Need", then the "Send A Form or Document" option.
- Once the form populates, select Green Shield Canada under the first drop down labelled as "Send Form or Document to".
- Under the second dropdown, select the option for "Dental Nova Scotia Government".
- > The rest of the form can be populated with the appropriate information.





If you are logged into providerConnect™, you would access the form from the left menu:

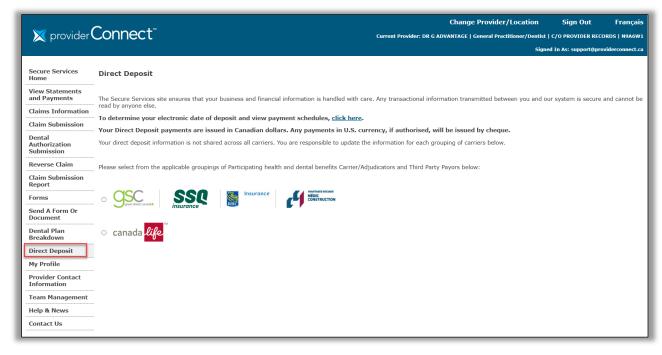


Direct Deposit:

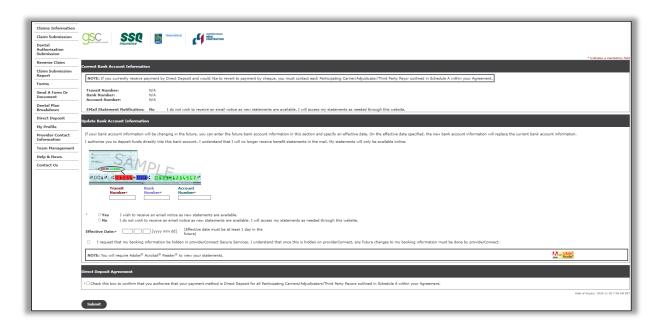
Signing up for direct deposit will prevent delays in payments during the Canada Post Work Stoppage and beyond.

HOW TO SIGN UP FOR DIRECT DEPOSIT

Once you are logged into providerConnect™, click on Direct Deposit in the menu on the left side of the page and select the tick box for gsc (first option below).



Complete the online form and click on submit.



Customer Support:

If you require assistance with registering, submitting claims or signing up for EFT through providerConnect™, our contact center is available to assist you Monday–Friday from 8:30 am to 4:30 pm (AST), by calling 1-833-739-4035.