

Express In-Service Newsletter

AUGUST 2019

DENTAL

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Claim verifications

Claim verification documentation

Dental providers are required to maintain complete, legible detailed supporting documentation for each claim submission made to Express Scripts Canada (ESC). Complete, legible detailed documentation is required for verification purposes, whether the documentation is digitized or maintained in paper format. Submitting any of the following documentation alone is insufficient:

- indicating the procedure code or procedure name;
- providing billing ledgers, standard claim forms or explanation of benefits; or
- providing automatically generated dental procedure descriptions.

Instead, dental providers are required to maintain and provide complete member record documentation including progress notes in the treatment portion of each member record, to support claim submissions.

Regardless of the option selected (digitized or paper), complete, legible full-page view documentation is required within 14 calendar days from the date indicated on the documentation request. Failure to provide complete, legible full-page view documentation within this 14-day period may result in a claim reversal or a claim adjustment.



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Claim verification appeals

Dental providers have the right to appeal a claim verification audit by providing supporting documentation that was not previously submitted within 365 calendar days from the service date (i.e., date of service). Supporting documentation can be sent to the fax number indicated on the documentation request. The audit appeal process may also be initiated by calling the Provider Contact Centre.

Electronic claim submissions

Group Medical Services

This is a reminder that Group Medical Services allows for electronic claim submissions. Members on a benefit plan with this ESC client do not need to submit claims manually. Dental providers can submit claims electronically to be reimbursed for rendering services to members, where applicable. Group Medical Services (CDAnet ID/BIN: 610217) is the operating name for GMS Insurance Inc. (CDAnet ID/BIN: 610218) in provinces outside of Saskatchewan.

Valid claim submission periods

For all Express Scripts Canada clients, ESC continues to allow for the electronic submission of dental claims up to 365 days from the service date (i.e., date of service). Claim reversals can be submitted electronically, by the provider, on the same day the original claim was submitted. For claim reversals beyond this period, please contact the Provider Contact Centre.

Remittance advice accounts

Remittance advice notifications

In lieu of email notifications signalling the availability of online remittance advice, dental groups and individual dental providers may continue to log in at any time to access online remittance advice accounts: escstatement.ca. Currently, notifications indicating the availability of remittance advice are unavailable.

As a reminder, if a claim reversal or adjustment is made after a payment cycle has elapsed, the reversal or adjustment may be reflected in a subsequent payment cycle and its corresponding remittance advice.

For instance:

- a claim associated with member A is reimbursed in payment cycle 1 (and reflected on the corresponding remittance advice for payment cycle 1);
- depending on the elapsed time, a claim adjustment or reversal may be made for member A's claim in payment cycle 2; and
- the claim reversal or adjustment will be reflected in payment cycle 2 (and the corresponding remittance advice for payment cycle 2), even if no claims are submitted for member A in payment cycle 2.



Website updates

Updated online reference resources

Express Scripts Canada maintains a website portal as a resource tool for healthcare providers. Provider Contact Centre inquiries may already be addressed by resources available on the website portal for healthcare providers: express-scripts.ca/health-care-downloads-and-resources. The website portal includes the following resources for dental providers:

- an updated fillable modification to information form for submitting direct deposit information;
- updated fillable enrolment forms for denturists and dental hygienists, who are not enrolled with CDAnet or who submit manual claims; and
- an updated fillable dental group request form to request a consolidation of remittance advice for applicable providers.

Note: Information in this document, including URL and other Internet Web site references, is subject to change without notice. Unless otherwise noted, the examples depicted herein are fictitious. No association with any real provider or office is intended or should be inferred.

Express Scripts Canada Contact Us

Dental Audits

Fax required documentation to:
1 855 486-8599

Dental Enrolment, Modification and Group Request Forms

Fax completed versions to:
1 855 622-0669

Provider Contact Centre

Provider inquiries only.
Please have your provider number or dental
office group username ready.
1 800 563-3274

Monday to Friday

8:00 a.m. to 10:00 p.m. (ET)

Saturday

8:00 a.m. to 5:00 p.m. (ET)

Sunday and Statutory Holidays

Closed

Other Correspondence

Mail to:
Express Scripts Canada
10th Floor, 5770 Hurontario Street
Mississauga, ON L5R 3G5

Note: Express Scripts Canada cannot modify eligibility information for a member (including, without limitation, coverage, date of birth, etc.). In instances where the eligibility of a member is in question, please refer the member (beneficiary of the insurance) to the benefits administrator at their place of employment.

Express Scripts Canada Website

Express Scripts Canada continues to support dental professionals across Canada via the Express Scripts Canada website portal for healthcare providers: express-scripts.ca/providers. The following resources are available on the website portal:

- Dental *In-Service Newsletters*
- Dental Group Request Forms
- Dental Modification and Enrolment Forms

Express Scripts Canada Clients

Please ensure that your records are up to date with the most current ESC client ID information.

Client Services Provider	CDAnet ID/BIN
Benecaid	610708
Cowan Insurance Group	610153
Desjardins Insurance	000051
GMS Insurance Inc.	610218
Group Medical Services	610217
Groupe Premier Medical	610266
Humania Assurance Inc.	000080
Johnson Inc.	627265
Non-Insured Health Benefits Program*	610124
SFMM – Syndicat des fonctionnaires municipaux de Montréal	610677

*Note: *Express In-Service* newsletters do not apply to the Non-Insured Health Benefits (NIHB) Program.

