

# Pacific Blue Cross to Administer Dental Benefits for First Nations Health Authority Clients as of September 16, 2019

To dental care providers in British Columbia,

On September 16, Pacific Blue Cross will become the new third-party dental benefits administrator for First Nations Health Authority (FNHA) clients. As of that date, claims for FNHA clients must be submitted to Pacific Blue Cross rather than Indigenous Services Canada's Non-Insured Health Benefits program (NIHB) / Express Scripts Canada (ESC). Here's what you need to know:



## **Between now and September 16**

Please continue to submit claims to NIHB / ESC. A new fee supplement and updated reference guide will be posted on the Pacific Blue Cross website. For more information, or if you have questions about claiming or registration with Pacific Blue Cross, please visit [pac.bluecross.ca/provider](http://pac.bluecross.ca/provider).

## **On and after September 16**

As of September 16, the FNHA asks all dental providers to please submit claims to Pacific Blue Cross using the Policy number 40000. Member ID numbers will be the same as the First Nations clients' Status Numbers.

September 16 will also mark improvements to FNHA dental coverage for eligible preventive services such as routine cleaning, scaling and polishing, and prosthodontic and major services such as dentures. New coverage amounts will align with the Pacific Blue Cross dental fee schedule.

Pacific Blue Cross will honour NIHB pre-approvals within the one-year limit set by NIHB, so providers will not need to resubmit pre-approval or previously approved requests.

If you have questions, I invite you to contact the FNHA support line at 1.855.550.5454.

## **Join our webinar**

The BC Dental Association, Pacific Blue Cross and FNHA invite you to attend an informational webinar at 6:30pm on September 9, 2019 to learn more about the new plan. To register, please email Tonya Hyde at [thyde@bcdental.org](mailto:thyde@bcdental.org) by September 4.

The [FNHA](#) is the first province-wide health authority of its kind in Canada. We are proud to be sharing this milestone with our partner, [Pacific Blue Cross](#).

In wellness,

John Mah  
Vice President, Health Benefits  
First Nations Health Authority

**Questions about the transition?**

Call us toll-free at 1.855.550.5454



First Nations Health Authority  
Health through wellness