

DHW Dental Bulletin

Reminders:

Claims and treatment plans should be submitted electronically through office systems approved by the Canadian Dental Association (CDA) and connected to the CDAnet whenever possible. Most electronic submissions can provide you with immediate results.

GSC's providerConnect™ portal is available for claims and treatment plan submissions that cannot be sent electronically using your dental software, including coordination of benefits and attachments or x-rays, treatment plan agreements and other supporting documentation.

Register for EFT (electronic funds transfer) through your providerConnect™ account and receive your claim's payments and statements biweekly instead of monthly cheques. Schedule of payments and claim processing periods is available through GSC's providerConnect™ portal.

When claims and treatments cannot be submitted electronically using your dental software or providerConnect™, they can be mailed to:

Green Shield Canada
P.O. Box 1671,
Windsor, ON. N9A 0C6

Claims and/or resubmitted claims must be received within six (6) months from the date of service.

Helpful Links:

<https://novascotia.ca/dhw/dental-programs/dentists-resources.asp> - PDF version of DHW Dentists Guide, Dentists Tariff for billing software, Children's Oral Health Program Fact sheet and Dental Bulletin library.

<https://nsdental.org/resources/for-office-managers/> - Submission tips and educational videos, Dentists Guide and other helpful resources regarding DHW programs.

Additional resources available on your NSDA Member Community site.

<https://nsdental.org/>

Questions?

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

1-833-739-4035 (8:30 AM – 4:30 PM)
