

Submitting claims for MSDPR clients



This resource will help you understand the Ministry of Social Development and Poverty Reduction (MSDPR) submission process for denturists and includes information to avoid processing delays.¹



Manual submission required

All submissions for complete and partial dentures for clients covered under the MSDPR program must be submitted manually. This ensures we can validate eligibility in alignment with the criteria and policy outlined in the MSDPR Denturist Fee Schedule.²

We are unable to approve denture pre-determinations submitted electronically because of specific information requirements that are needed, such as:

- previous extractions and dates
- confirmation the denture is required as a result of extractions for the relief of pain resulting in full clearance of the arch/arches
- replacement (yes or no)

Although some of this information can be submitted via DACnet, Pacific Blue Cross is unable to receive this data due to system limitations.

Pre-determination for dentures is not mandatory, however can be helpful for providers to know how much will be reimbursed by the plan and whether there are any specific

claiming requirements. Note that denture services such as relines and rebases can be submitted via DACnet.



Manual claims

Submitting a manual claim for a service that is allowed to be submitted via DACnet will not change how much is paid for the service.



Lab fee amounts

Denture submissions for MSDPR clients do not require a breakdown of lab fee amounts; simply include the total amount, including the lab fees, in the Prof Fee field (see *Table 1: Lab fee amounts* on page 2 for clarification).

This does not apply to denture repairs; you'll find details on these claims in the next section.

If the lab fee code/amount is inadvertently included in the submission, we will manually combine the lab amount with the professional fee on the provider's behalf.

¹ Note that all MSDPR denture submissions pend for examiner review.

² The MSDPR Denturist Fee Schedule can be found at <https://www2.gov.bc.ca/assets/gov/family-and-social-supports/income-assistance/on-assistance/schedule-denturist.pdf>.



Denture repairs

Denture repairs are the only fee item numbers where the professional fee and lab fee amounts must be itemized.

Repairs by a dentist must be submitted with the professional fee and lab fee broken down for the lab amount to be considered. The Repairs in the MSDPR Fee Guide have a set lab amount; lab slips must be available upon request.

- For each service that requires a lab, **itemize** the total professional fee and the total lab fee amounts separately. Do not submit a combined professional and lab fee amount.
- For fee item numbers that indicate +L in the MSDPR Denturist Fee Guide, **only** use fee item number 98888 (laboratory charges) for lab fee item number on electronic submissions.
- For fee items that have a variable laboratory fee i.e. cast frame/framework use 71006/71007 for those costs, in addition to the 98888 for all other laboratory charges.

In-office lab slips

We acknowledge that the 70000 fee item numbers for “Additional Repair Materials or Adjunctive Services/ Materials” represent in-office lab slips. If the 70000 fee items are submitted along with the professional service, we will accept this detailed breakdown as the in-office lab slip for electronic and manual claim/pre-determination submissions.

Submit the “Additional Repair Materials or Adjunctive Services/Materials” 70000 fee item numbers³ as additional claim lines in the same submission along with the

professional service on electronic and manual claims/pre-determinations. Enter the fee amount for the 70000 fee item number in the professional fee column.

Pacific Blue Cross will manually allocate the total amount of the 70000 fee item numbers under the lab fee field of the associated professional service line. A response message will be sent that the 70000 fee item number claim lines have been rejected BUT please be assured that these 70000 fee amount(s) have been added as part of the lab fee component of the professional service. See *Table 2: How to submit in-office lab slips* on page 3 for clarification.



Immediate dentures

Immediate Dentures (31311 and 31321) must be claimed by insertion date, not delivery date. If the dental history does not align, we may contact your office to advise of the policy and to obtain further information to adjust claims accordingly.



Arch codes

Item numbers 73008 and 73050 require arch codes 01 (upper) or 02 (lower) on all submissions as per the Ministry Denturist Fee Schedule.²



Questions? We're here to help.

Phone 604 419-2000 **Toll-free** 1 877 PAC-BLUE
Website pac.bluecross.ca

Table 1: Lab fee amounts

Do not separate lab fees into the lab codes/fees fields

FEE ITEM	DESCRIPTION	PROF FEE	LAB CODE 1	LAB FEE 1	LAB CODE 2	LAB FEE 2
41124	Partial denture, cast frame, free-end, maxillary	\$781.50				

²The MSDPR Denturist Fee Schedule can be found at <https://www2.gov.bc.ca/assets/gov/family-and-social-supports/income-assistance/on-assistance/schedule-denturist.pdf>.

³As outlined in the Denturist Association of British Columbia Fee Guide.

Table 2: How to submit in-office lab slips

ELECTRONIC (DACnet) submission

FEE ITEM	DESCRIPTION	PROF FEE	LAB CODE 1	LAB FEE 1	LAB CODE 2	LAB FEE 2
46210	Repairs, partial denture, with impressions, maxillary	\$115	98888	\$60		
71316	Soldering	\$120				
71313	New Tooth (each)	\$50				

RESULT: Submission will pend and Pacific Blue Cross staff will add the total amount of 71316 and 71313 to the Lab Fee 1 field using fee item 98888

FEE ITEM	DESCRIPTION	PROF FEE	LAB CODE 1	LAB FEE 1	LAB CODE 2	LAB FEE 2	RESULT
46210	Repairs, partial denture, with impressions, maxillary	\$115	98888	\$230			
71316	Soldering	\$120					REJECT — The lab fee has been allocated and adjudicated with the professional procedure submitted on this claim.
71313	New Tooth (each)	\$50					

PAPER submission

FEE ITEM	DESCRIPTION	PROF FEE	LAB FEE
46210	Repairs, partial denture, with impressions, maxillary	\$115	\$60
71316	Soldering	\$120	
71313	New Tooth (each)	\$50	

RESULT: Submission will pend and Pacific Blue Cross staff will add the total amount of 71316 and 71313 to the Lab Fee field using fee item 98888

FEE ITEM	DESCRIPTION	PROF FEE	LAB FEE	RESULT
46210	Repairs, partial denture, with impressions, maxillary	\$115	\$230	
71316	Soldering	\$120		REJECT — The lab fee has been allocated and adjudicated with the professional procedure submitted on this claim.
71313	New Tooth (each)	\$50		