

# Submitting claims for MSDPR clients



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



## Manual submissions 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 Dentist Fee Schedule.<sup>2</sup>

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 CDAnet, 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 CDAnet.



## Manual claims

Submitting a manual claim for a service that is allowed to be submitted via CDAnet 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.

<sup>1</sup> Note that all MSDPR denture submissions pend for examiner review.

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



### Denture repairs

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

Repairs must be submitted with the professional fee and lab fee broken down for the lab amount to be considered. MSDPR will cover lab fees at reasonable and customary amounts. 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 Dentist Fee Guide, **only** use fee item number 99111 for lab fee item number on electronic submissions.

See *Table 2: Denture repairs* below for clarification.



### Immediate dentures

Immediate Dentures 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.



### Questions? We're here to help.

**Phone** 604 419-2000

**Toll-free** 1 877 PAC-BLUE

**Website** [pac.bluecross.ca](http://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 |
|----------|--|----------|------------|-----------|------------|-----------|
| 51101    | Partial denture, cast frame, free-end, maxillary | \$902.75 |            |           |            |           |

## Table 2: Denture repairs

**Itemize** the total professional fee and the total lab fee amounts separately. Do not submit a combined professional and lab fee amount.

### ELECTRONIC (EDI) Submission

| FEE ITEM | DESCRIPTION   | PROF FEE | LAB CODE 1 | LAB FEE 1 | LAB CODE 2 | LAB FEE 2 |
|----------|---|----------|------------|-----------|------------|-----------|
| 55101    | Repairs, complete denture, not requiring an impression, maxillary | \$48.50  | 99111      | \$62.75   |            |           |

### PAPER Submission

| FEE ITEM | DESCRIPTION   | PROF FEE | LAB FEE |
|----------|---|----------|---------|
| 55101    | Repairs, complete denture, not requiring an impression, maxillary | \$48.50  | \$62.75 |