



Canadian Dental Care Plan (CDCP)

Useful information to help you navigate claims processing under the CDCP

The following is useful information to help you prepare for when CDCP clients request services through your practice.

The CDCP will operate like many of the insurance plans you're already familiar with. The goal is to make it as easy as possible for you to submit claims and receive accurate and fast reimbursement for services covered under the CDCP.



Step 1. Confirm patient eligibility

- Confirm a CDCP client's identity through your existing patient process.
- Ask patients for their CDCP member card. They received this in their CDCP welcome package.
- All CDCP clients, regardless of their age, will have their own CDCP member ID number, printed on their member card.
- Your patient's coverage must be in effect at the time of the appointment. Advise your patients that they will need to provide their benefit effective date at the time of their appointment. Their benefit effective date is in their welcome package.
- If your patient is uncertain of their ID number or benefit effective date, they can call the Sun Life CDCP Contact Centre to obtain the information. Sun Life cannot give member ID numbers directly to oral health providers.

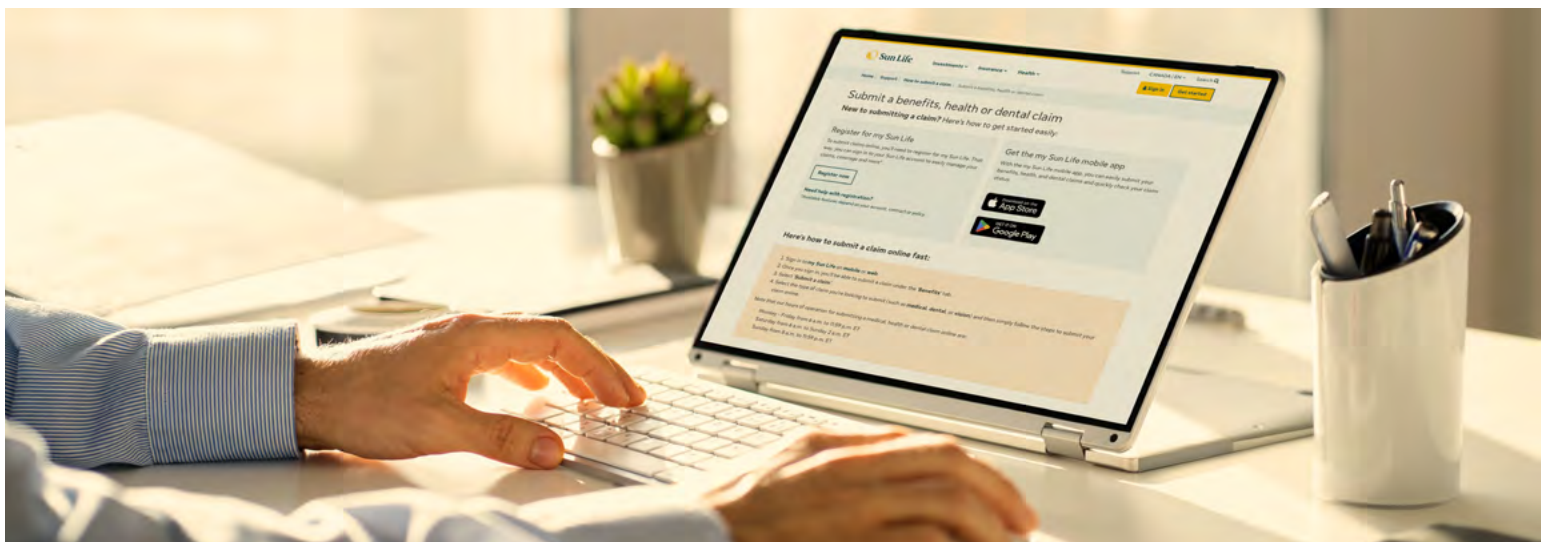


Step 2. Confirm patient coverage

- When recommending treatment to a patient, you can confirm their coverage via an Electronic Data Interchange (EDI) estimate, by calling the Sun Life CDCP Contact Centre or using Sun Life Direct's coverage look-up tool.
- Updates to the coverage look-up tool's procedure code lists are being made so some of the procedures may not display at this time. You can still submit an estimate or call the Sun Life CDCP Contact Centre to confirm coverage.
- If you don't have a Sun Life Direct account and would like to register for one, contact the CDCP Contact Centre.
- Services requiring preauthorization won't be covered under the CDCP until November 2024. Consult the **CDCP dental benefit grids** and the **CDCP dental benefits guide** for more information.
- Let your patient know if they will be required to pay any out-of-pocket amount before their treatment. This amount could include their co-pay requirements, additional fees, or charges for services that aren't covered by the CDCP.

Step 3. Submit a claim

All CDCP claims are subject to the terms and conditions of the **CDCP Claims Processing and Payment Terms (Billing Agreement)**. You must submit claims for eligible services directly to the CDCP, accept payment from Sun Life and accept the CDCP terms. The submission time limit is one (1) year after the service date. Should you wish to withdraw your submission, you're able to do so electronically if it's on the same day as submission, or otherwise by calling the Sun Life CDCP Contact Centre. Your patients cannot submit CDCP claims to Sun Life and seek reimbursement.



Step 3. Submit a claim (continued)

Electronic Data Interchange (EDI)

EDI claims submission is the exclusive method accepted during the first six (6) months of the plan. To submit claims through EDI, you'll need a Unique Identifier Number (UIN) and EDI submission software.

A UIN is issued by the:

- Canadian Dental Association (CDA),
- Denturist Association of Canada (DAC),
- Canadian Dental Hygienists Association (CDHA) and
- Association des chirurgiens-dentistes du Québec (ACDQ).

You can submit EDI claims to the CDCP in the same way you submit EDI claims for private insurance plans. Follow these steps to submit an EDI claim for the CDCP.

1. Access your EDI software.
2. Enter all information required for the claim, including your patient's CDCP plan number (333333), member ID and service details. All claims must be sent under the oral health provider who provided the service.
3. Proceed to submit the electronic claim to Sun Life. Refer to your EDI software vendor for more instruction if needed.
4. When the claim is sent successfully, you'll receive an Explanation of Benefits (EOB).
5. If you choose to participate on a claim-by-claim basis, you'll be accepting the CDCP terms each time you submit your claim.
6. Please share a copy of the EOB with your patient to make them aware of the amount covered by the CDCP.
7. In some cases, the EOB is not generated right away as the claim may need further review from Sun Life. There's no need to resubmit the claim.
8. You need to retain CDCP claims documentation for a minimum of two (2) years.

Paper claims

Paper claims will be accepted starting in November 2024.

Coordination of benefits

Coordination of benefits is only allowed with provincial/territorial or federal social dental programs (and not with private insurance plans).

All federal social dental programs (Veterans Affairs Canada, Non-Insured Health Benefits, Interim Federal Health Program for First Nations and Inuit and Correctional Service Canada) are first payer, so claims should be submitted there first.

For information on the coordination with provincial and territorial social dental programs, visit **Canada's CDCP Website**.

If you need further information, contact the Sun Life CDCP Contact Center.

Step 4. Receive payments and statements

- You can receive payments through Electronic Fund Transfers (EFT) or by cheque.
- You will be paid within 2 business days by EFT and will receive notification that your claim statements are in your Sun Life Direct account.
- If you're paid by cheque, you'll receive CDCP payments and accompanying statements monthly.
- To provide banking information, you'll need a Sun Life Direct account. If you don't have an account, call the Sun Life CDCP Contact Centre.



CDCP Participation

If you want to sign up to the CDCP, you can do so through Sun Life Direct or the provider participation form. More information, including FAQs, is available on the **Sun Life CDCP Public Website**. If you choose to participate on a claim-by-claim basis, you're still required to agree to direct bill the CDCP and accept payment as well as accept the **CDCP Claims Processing and Payment Terms (Billing Agreement)** with each claim you submit.

Contacting Sun Life

Call the Sun Life CDCP Contact Centre at 1-888-888-8110 Monday to Friday, 7 a.m. to 6 p.m. local time.

Sun Life's dedicated CDCP mailing address

Sun Life Assurance Company of Canada Canadian Dental Care Plan (CDCP)
PO Box 99865 STND
Montreal, QC H3C 0E6