



## ACTION REQUIRED

Date: January 14, 2011  
To: DENTAL OFFICES  
From: Joyce Sinclair, Sr. Vice President, Systems  
Quikcard Solutions Inc.

**Re: Nova Scotia Medical Services Insurance (MSI) and Nova Scotia Department of Community Services (ESIA) (Employment Support and Income Assistance) electronic dental claims with Quikcard**

Effective January 15, 2011, Quikcard will begin accepting Electronic Dental Claims for the Nova Scotia Medical Services Insurance Plan (MSI) and the Nova Scotia Department of Community Services Plan (ESIA).

You may begin sending electronic transactions via Modem (ASYNC) or Internet (ITRANS) to MSI and ESIA Quikcard for the programs listed below as soon as your software vendor has incorporated the necessary updates to your office software (refer to the important notes section at the end).

**A: Nova Scotia Medical Services Insurance (MSI) - BIN # 000108**

For the **Policy/Plan ID** use one of the following 2 digits:

**CM** – Mentally Challenged  
**DE** – Children’s Oral Health Program  
**MX** – Maxillofacial Prosthodontics

**CP** – Cleft Palate Program – *Can be submitted electronically only if a predetermination has been granted previously.* If not, please continue to submit the claims as you have in the past.

**MC** – Dental Surgical – *Can be submitted electronically only if a predetermination has been granted previously.* If not, please continue to submit the claims as you have in the past.

**SC** – Special Consideration - *Cannot be submitted electronically.* Please continue to submit the claims as you have in the past.

For **Division/Section**, enter “**H**” if the services were rendered in a **Hospital**, “**O**” if in the **Office**. Separate submissions are required for each treatment location.

**B: Nova Scotia Department of Community Services (ESIA) - BIN # 000109**

For the **Policy/Plan ID** use one of the following 2 digits:

**SA** – ESIA Regular Claims

**RE** – ESIA Regular Exceptions - ***Cannot be submitted electronically.*** Please continue to submit as you have in the past.

**SE** – ESIA Special Exceptions – ***Cannot be submitted electronically.*** Please continue to submit as you have in the past.

#### **IMPORTANT NOTES:**

- The subscriber/patient ID (Health Number) used in both plans is **Numeric** only. Please do not enter any alpha characters.
- The timeframe for claim submissions is 2 weeks (14 days)
- **Note: Please ensure that you enter the patient ID number, name and birthday exactly as presented on the Health card. For example if the client's number includes leading zeros – they must be included in the data fields**
- Currently you can submit claims, claim reversals, pre-determinations (not requiring review), COB claims and Request for Outstanding Transactions for payment.
- Pre-authorization that requires Review Approval must be submitted manually. Review approval will not be granted electronically. **Please refer to your “MSI and ESIA” Manuals for information on the services that require approval by Review.**
- The Plan Flag within your software should be left Blank.
- For dental offices using Modem (ASYNC), please refer to your software vendor as they will be required to add the “CSI ASYNC Network” and the following carriers to your configuration files if they have not already done so:  
  
Nova Scotia Medical Services Ins. (MSI) BIN# 000108  
Nova Scotia Community Services (ESIA) BIN# 000109  
Quikcard Solutions Inc. BIN# 000103
- For dental offices using the ITRANS Claim Service, please refer to your software vendor as some may be required to update their carriers configuration files and to obtain the latest ITRANS iCA.ini file which contains the latest carriers table used by ITRANS.

We wish to say thank you to those service providers who participated in the ITRANS Pilot project and ask that you make note of the phone and fax numbers below. You are no longer required to fax the claim if you send it electronically.

Quikcard Solutions Inc.  
201 – 1600 Bedford Highway  
Bedford, NS B4A 1E3  
Phone: 902-492-2111 Fax: 902-492-2112  
Toll Free: 1-888-846-4484

All technical and support questions should be referred directly to the ITRANS Help Desk at 1-866-788-1212 from 9:00 am to 5:00 pm EST Monday to Friday.

If you have any Payor (**Claim Payment**) related questions, please refer them to Ms. Judy Godfrey at:  
Local Telephone: 902-492-2111 Toll free: 1-888-846-4484 Email: [jgodfrey@quikcard.com](mailto:jgodfrey@quikcard.com)