

Notice

September 9, 2013

Attention: CDAnet/Réseau ACDQ Software Vendors and Dental Clinics

Subject: Active Manulife Financial Carrier Identification Numbers (sometimes called BINs)

Manulife Financial currently uses two active Carrier Identification Numbers: **610059** (Manulife Financial) and **311113** (Manulife Financial, Affinity Markets – formerly Liberty Health).

Dental offices must select the correct number when transmitting claims. Refer to the patient's benefits card to check for any reference to Affinity Markets.

If there *is* a reference to Affinity Markets, use **311113**.

If there *is no* reference to Affinity Markets, use **610059**.

In the event an incorrect number has been entered, the system will generate one of the following error codes:

C009 = MISSING/INVALID PRIMARY POLICY/PLAN NUMBER

C011 = MISSING/INVALID SUBSCRIBER IDENTIFICATION NUMBER

To correct the error, confirm the information on the benefits card and try to resubmit using the other Manulife Carrier Identification Number.

You should periodically request insurance information from patients when submitting claims on their behalf to ensure all records on file are up to date.

Manulife Financial TELUS Health

Copy:

Geoff Valentine – Canadian Dental Association

Patrick Beauchamp – Association des chirurgiens dentistes du Québec