

## Attention Dental Care Providers: New RBC Insurance Dental Carrier ID 000124

Effective October 25, 2016, your patients covered under a RBC Insurance (RBCI) dental plan will require you to submit all electronic dental claims using their new RBCI dental carrier ID. Prior to October 25<sup>th</sup>, the Green Shield Canada dental carrier ID will continue to be used. Failure to make this change will result in a submission error beginning October 25<sup>th</sup>. To ensure continuity of service, we have prepared this notice to provide you with the information for submitting claims and inquiries for patients.

### What is changing for your patients covered by a RBC Insurance dental plan:

- When submitting claims electronically using your practice management software, as of October 25<sup>th</sup>, you must send your claim to RBCI, BIN/Carrier ID 000124. This will require you to select RBCI as the insurance carrier or adjudicator.
- Included here is a sample of the ID card.
- If you accept assignment for your claims, you will now receive a cheque or direct deposit from RBC Insurance
- If you have a question about a dental claim, you will call RBCI Customer Service Centre at 1-855-264-2174



### When submitting claims, here are some helpful details:

- Group/plan number – RBCI does not use this field. Please populate with any value (e.g. 9999).
- Certificate or Identification – enter the plan member's unique ID number in this field, ignoring the hyphen (-) that separates the dependent code. For example, ID number 1234567-02 is entered as 123456702.
- If your software has a separate field for dependent number, do not enter the last two digits (which follow the hyphen)
- If your software does not allow enough room to fit in the entire ID number and dependent code, the date of birth is required for a correct match
- For claims to be paid and processed correctly, you must indicate the correct name, ID number and dependent code of the family member on all claims submitted to RBCI

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

Please call RBCI Customer Service Centre at 1-855-264-2174 if you have any questions or would like more information. Hours of operation are 8:30 a.m. to 8:30 p.m. ET.