

Attention Dental Care Providers:

Effective August 1, 2015, your patients covered under a Wawanesa Life dental plan will require you to submit all electronic dental claims to Green Shield Canada (GSC).

GSC provides claim processing services to Wawanesa Life. Failure to make this change will result in a submission error. 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 under Wawanesa Life...

- When submitting claims electronically you must send your claim to GSC. This will require you to select GSC as the insurance carrier or adjudicator.
- Electronic claims will now be adjudicated in real-time – no more waiting required.
- Should you choose assignment for your claims, you will be now receive a cheque or direct deposit from GSC.
- You can submit secondary coordination of benefits (COB) claims online.

When submitting claims to GSC, here are some helpful details:

- Group/plan number – GSC 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 WLI1234567-02 is entered as WLI123456702.
- If your software permits, you may also be able to enter the alpha code (WLI). For example, ID number WLI1234-02 is entered as WLI123402.
- If your software does not allow you to enter the alpha code, simply enter the numbers (e.g., 123402) and you can use the Division Field (see below) for the alpha code.
- 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 GSC.
- **Division** – this is where you can enter the alpha code (if your software doesn't permit you to enter it in the Certificate or Identification field). If the ID number is 10 digits, you will have to use this field. For example, with ID number WLI1234567-02, you would enter WLI.

You will also be able to use providerConnect™...

The **providerConnect™** web portal allows you to:

- **Submit digital x-rays and photos online via providerConnect™.** It's a fast and easy way to supply supportive claim information in a format that safeguards patients' records.
- **View predetermination statements.**
- **Download claim payment schedules.**

Please call GSC Customer Contact Centre at 1-888-711-1119 if you have any questions or would like more information. Hours of operation are 8:30 a.m. to 8:30 p.m. ET.