

Student Dental Discount Network

The Student Discount Dental Network (SDDN) is offered by Green Shield Canada (GSC) in partnership with the Canadian Federation of Students – Services National Student Health Network. More than 800 dental provider locations currently participate in this national program, offering their services to more than 200,000 post-secondary students across Canada.

The intent of this network is to provide eligible students with a discount on the cost of dental services while giving them access to dental providers who deliver high quality dental services at an affordable cost.

As a member of the network, you will be included as a participating dental provider on the GSC Student Centre website (greenshield.ca/StudentCentre). Our Student Centre website portal contains customized information relating to the students' health and dental plan in one convenient, simple-to-find location. Students access this site to locate dental providers that offer them discounts.

Why join the SDDN?

College and university students are positioned to establish their own relationships with health care providers thereby creating the opportunity for a long term relationship with you. As a dental provider who joins the network and agrees to accept reduced payments from our student plan members for your services, you have the potential to increase your clientele.

By visiting a dental provider who participates in the SDDN, students will incur lower out-of-pocket expenses and benefit from receiving professional dental services and maintenance of oral health.

Here's how it works...

GSC reimburses you at the same level regardless of whether you participate in the network or not. The difference is in the student's out-of-pocket share of the cost. By joining the SDDN, you are agreeing to reduce the student's share of the cost and our system automatically calculates the reduced student copay for you.

The maximum discounts that apply are:

Dental Benefits	Student's copay reduced by:
Basic Preventive and Diagnostic Services including: exams, x-rays, preventive scaling and cleaning, polishing, fluoride, oral hygiene instruction	Up to 30%
Other Basic Services including: fillings, extractions, oral surgery	Up to 20%
Endodontic treatments including: root canal treatments Periodontic treatments including: perio scaling, root planing, occlusal equilibration	Up to 20%
Major Restorative Services including: crowns, bridges, posts, dentures	Up to 20%

Once you perform the required dental services, you submit your usual fees for services to GSC and we will reimburse the percentage payable based on the student's plan design. Our system will then automatically calculate the savings to the student by subtracting the discount from the student's copay or share of the cost.

Requirements for joining the network...

You must submit dental claims for students electronically to GSC and allow GSC to reimburse you directly.

To participate in the SDDN, visit providerconnect.ca for a copy of the *Participation Agreement*. This agreement will apply to all services rendered regardless of provider location. Once you have reviewed and signed two copies of this agreement, **both original copies** must be returned to GSC – fax or email copies will not be accepted.

Kindly mail both agreements to:

**Green Shield Canada
8677 Anchor Drive
Windsor, ON
N8N 5G1**

Attn: Provider Records

Once your agreement has been validated and entered on the GSC system, a copy will be returned to you for your files.

We look forward to having you join our network of dentists and providing students with more affordable access to dental care.

Did you know...

Student ID numbers

Students have a unique GSC ID number which is their student number preceded by a three-letter alpha character code (or prefix, which varies by student association). They will have a dependent code of -00, their spouse will have a dependent code of -01 (or -21, -31, etc.) and their children will have a dependent code of -02, -03 (in subsequent birth order). For claims to be paid and processed correctly, you must indicate the correct name, ID number and dependent code of the correlated family member on all claims submitted to GSC.

Here's an example: Sample student association prefix = ABC
 Sample student number = 12345678
 Sample GSC ID number = ABC12345678-00

Each unique student association prefix is posted to the GSC Student Centre website for easy reference.

Getting started online is easy...

1. Visit **providerconnect.ca**.
2. Click *Sign In* from the blue box on the right side of the page, then click *New User*.
3. On the Registration page, select *Provider Type*.
4. Complete the online form and create a User ID.
5. Follow *Next Steps* until *Finish* and you will receive your password in the mail.
6. Once you receive your password, you must activate your account using the User ID you created.
7. Repeat steps 1-2 but select *Activation* instead of Registration.
8. Follow the *Next Steps* to create a password and finish activation.

Tips for submitting claims online

GSC determines the patient's identification for claiming purposes based on information sent in these fields (note that information entered will depend on what your software permits):

Group or Primary Policy/Plan Number – while mandatory within the CDA Net system, we do not use this field. Please populate with any value (e.g. 99999).

Certificate or Identification Number – enter the plan member's unique GSC ID number in this field, ignoring the hyphen (-) that separates the dependent code. For example, ID number ABC12345678-02 is entered as ABC1234567802.

- 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 system 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.

Division – this is where you can enter the alpha code (if applicable, and 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 ABC12345678-02, you would enter ABC.

Patient Name – enter the plan member's name

Pre-determination? You may submit up to seven procedures

Submitting co-ordination of benefits (COB) claims online

In addition to primary claims, you can submit secondary dental COB claims to GSC for online processing. The coordinated portion or the unpaid balance of the dental claim can be sent online for real-time adjudication, reducing paperwork and significantly reducing the time it takes to reimburse the plan member. At this time, the COB claim transaction can be sent only if you are using CDA Version 4.0. Note that where both plan member ID numbers are GSC ID numbers, two transactions must be submitted.

Get your money back faster

GSC's web portal for health service providers – called **providerConnect™** – provides a fast connection to information and allows you to work in a paperless environment. It facilitates administrative tasks and also allows you to get your money back faster. *How?* Simply register today at **providerconnect.ca** and sign up for Direct Deposit. Claim payments will be deposited directly into your bank account.

Submit digital x-rays and photos online

As a specialist in the benefits industry, we are using our state-of-the-art technology to provide efficient and user-friendly solutions to the dental provider community. You can submit digital x-rays and/or photos online directly to GSC via the **providerConnect™** web portal. It is also beneficial for your patients – the quick response from GSC (within two business days) helps your patients make fast and informed decisions about their dental treatments. A secure online form is available at **providerconnect.ca**.

Other things you can do online

- View a patient's pre-determination (PDT) statement
- View payment information
- Print an individual's claim statement as required for Co-ordination of Benefits (COB)
- Download claim payment schedules

Questions?

If you have any questions or would like further information on the SDDN or the claim submission process, please contact our Customer Service Centre at 1.888.711.1119. Hours of operation are 8:30 a.m. to 8:30 p.m. Eastern Time. Our customer service representatives can offer:

- assistance and/or instruction in submitting online claims or pre-determinations
- confirmation of a patient's eligibility or benefit plan design (note that we require the patient's unique GSC ID number, as well as the procedure code(s) for the proposed treatment)
- explanation as to claim status or payment