



April 3, 2020

Frequently asked questions — dentists who withdrew but have been re-engaged since March 18, 2020

Billing issues during the period when dentists had withdrawn

1. During the withdrawal period, dental clinics receive a statement of account and notice that changes need to be made on invoices that were processed before the withdrawal period. They wonder how they should proceed.

The professionals, who are now re-engaged, have access to all of their invoices that were sent before the withdrawal period. They may therefore make the desired changes.

2. When you note an error on the statement of account, how do you change the payment claims that were sent during the withdrawal period using form 4448?

The payment claims that were sent during the withdrawal period using form 4448 cannot be accessed to make necessary changes. Dentists will need to submit an application for review to the RAMQ using form 1549. In the event that their application for review is considered admissible by the RAMQ, the adjusted amount will appear on their statement of account. The payment will then be sent to the dentists.

3. How do you bill for services that were provided to RAMQ patients but mistakenly not included on the 4448 forms that have already been submitted for payment.

Two options are possible:

- The first option is to send a 4448 form with the missing code(s). The payment will then be made by cheque to the insured patients. Dentists can then ask their patients to pay them the amount they are owed.
- If clinics have received their statement of account, the second option is to apply for a review using form 1549 in order to add the missing code(s) to an existing invoice. The same procedure applies when changes need to be made. With this option, the payment will appear on the professional's statement of account and the professional will receive the payment. Then, the insured patient who has been treated will not receive the cheque.

4. A statement of account was received in the mail for the care given to a patient. How do I know if the patient has been paid by the RAMQ? Will a statement of account be received for each patient?

If the information appears on the statement of account, it means that the payment has been sent to the insured patient (see the section concerning payments for covered services, or "[Paiement des services couverts](#)", in the newsletter of February 10, 2020 (French only). The clinic will not receive a statement of account per patient. The statement of account will instead show the payment issued to each patient.

5. On the statement of account, the amount paid to the patient is less than the amount claimed. The dentist has done an examination and cleaning and only the examination has been reimbursed. What should you do?

In the event of a disagreement with an issued decision, dentists can effectively send an application for review using form 1549.

6. During an emergency examination, the dentist submitted the bill directly to the RAMQ, according to the standard procedure (FacturActe, teletransmission, etc.). However, the RAMQ rejected the supplement for asepsis on the grounds that it was not eligible for an RAMQ payment. Did the RAMQ make a mistake by not paying the dentist directly for the supplement for asepsis performed during the emergency examination?

Yes. In fact, the problem stems from the fact that the "Emergency care - élément de contexte" could not be added to the supplement for asepsis in the payment claim that was sent electronically. Everything has since been corrected. Professionals may now change the invoices that they have already sent. To do so, they may either remove the line where a change needs to be made from the existing invoice and add a new line where the change has been made, or cancel the existing invoice and submit a new invoice ([refer to pages 27-28 in the billing guide entitled "Guide de facturation – rémunération à l'acte"](#)) (French only).

Billing issues for re-engaged dentists

7. To whom will the RAMQ make the payments (to patients or dentists) for claims that were made during the withdrawal period by dentists who had withdrawn but have been re-engaged since March 18? To comply with the social distancing rule, can the payment be made directly to the dentist?

Payments for services provided during a withdrawal period will be made to the insured patients, in accordance with the rule. We suggest that dental clinics ask their insured patients to keep payments in a safe place, if possible. The patients could also perform a bank transfer or agree to pay by credit card by providing their credit card information to dentists on the telephone.

Note that, despite the current health context which requires a physical distance of two metres, the RAMQ refuses to pay dentists directly. However, we are continuing our representations to modify this rule.

8. When dentists who have been re-engaged since March 18 notice an error on their statement of account for a treatment they had provided during the withdrawal period, how should they proceed?

In the event of a disagreement with the issued decision, they may submit an application for review using form 1549 since this application concerns services provided during the withdrawal period. If the application is considered admissible, the payment will appear on the dentists' statement of account and they will be reimbursed. The fact that the dentists have now re-engaged does not change the current procedure in any way.