Canadian Dental Care Plan

Régime canadien de soins dentaires

Participation in the CDCP

To facilitate access to the CDCP for eligible Canadian residents, there will be two ways for oral health providers to participate in the CDCP and provide care to CDCP clients; either by:

1. Signing up formally through Sun Life (currently possible).
2. Submitting claims directly to Sun Life for payment, on a claim-by-claim basis (as of July 8). Please note, **there will be no retractive payment to providers who provided treatment under this option prior to July 8**).

In both options, oral health providers agree to bill Sun Life directly for payment of services covered under the CDCP to limit out-of-pocket costs for CDCP clients.

Note: There is no option for CDCP clients to get reimbursement from Sun Life. Therefore, CDCP clients are not to be asked to pay the full cost upfront. CDCP clients should only pay any outstanding amount not covered by the plan, if applicable.

In all cases, by submitting a CDCP claim and accepting payment, providers agree to the Billing Agreement of the CDCP, either on a claim-by-claim basis or by signing up with Sun Life.

Before providing care to CDCP clients, providers will still need to:

1. confirm client eligibility for the CDCP through their existing patient intake process
2. confirm the client is covered for select services
3. submit a claim with assignment of benefits (non-assigned claims will be rejected)

Provider participation options to the CDCP

CDCP Process	Signed up provider	Claim-by-Claim provider
Accepting the CDCP Billing Agreement	Providers who sign-up to the CDCP will review and accept the CDCP Claims Processing and Payment Terms (Billing Agreement), which will apply to all claims submitted under the CDCP. **This will only need to be done once.** Providers can sign up to the CDCP with Sun Life either by: • logging in to their Sun Life Direct account and clicking on the CDCP banner on the homepage; or. • printing the participation form on the Sun Life website and mailing it to Sun Life. Providers have the option to opt-out at any time by contacting Sun Life at 1-888-888-8110.	Providers will submit a claim to Sun Life for services covered under the CDCP. By doing so, the provider will agree to the CDCP Claims Processing and Payment Terms (Billing Agreement) for the specific claim being submitted as is the case with private plans. **The provider makes a decision to agree to the Billing Agreement each time a claim is submitted under the CDCP.** Claim-by-claim providers can decide to officially sign up to the CDCP at any time.

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CDCP Process	Signed up provider	Claim-by-Claim provider
Confirming a CDCP client's eligibility	Providers can confirm a client's coverage start date is active, their co-payment level and covered services by: • submitting an Electronic Data Interchange (EDI) estimate; • calling Sun Life's dedicated CDCP contact center at 1-888-888-8110; or • using the CDCP coverage look up tool in Sun Life Direct.	Providers can confirm a client's coverage start date is active, their co-payment level and covered services by: • submitting an Electronic Data Interchange (EDI) estimate; or • calling Sun Life's dedicated CDCP contact center at 1-888-888-8110.
Claims Submission	The provider will enter all information required for the claim, including their client's CDCP plan number (333333), member ID and service details. When the claim is sent successfully, the provider will receive an Explanation of Benefits (EOB) that includes the total amount paid to the provider.	The provider will enter all information required for the claim, including their client's CDCP plan number (333333), member ID and service details. When the claim is sent successfully, the provider will receive an Explanation of Benefits (EOB) that includes the total amount paid to the provider. The Explanation of Benefits will include a notice of acceptance**:** "By having made this submission, you agree to be subject to the terms of the CDCP Claims Processing and Payment Terms (Billing Agreement) which can be found at http://www.sunlife.ca/CDCP. Should you wish to withdraw your submission, you are able to do so electronically if it is done on the same day as the submission was made, or otherwise by contacting Sun Life's CDCP call centre at 1-888-888-8110."
CDCP Provider Search Tool	Providers will appear in the CDCP Provider Search tool (they can still decide not to be listed if they wish). Providers can create their extended profile through their Sun Life Direct account.	Providers will not appear in the CDCP Provider Search tool.

What providers need to know about payment

If a provider is using Sun Life Direct, they will receive payment by Electronic Fund Transfers (EFT) or cheque, according to their preference.

Only providers with a Sun Life Direct Account can receive payment by EFT.

If a provider is not using Sun Life Direct, Sun Life will issue payment by cheque, using the mailing information provided when the provider signed up or that is provided through EDI. If a provider wishes to change their mailing address, they can contact the call centre at 1-888-888-8110.

Claims submitted by EDI will be processed in the same turnaround time for all providers treating CDCP clients; providers will be paid within 48 hours initially and moving towards a 24-hour turnaround time. Providers will receive notification that their claim statements are in their Sun Life Direct account.

If they’re paid by cheque, providers will receive CDCP payments and accompanying statements monthly.