

# How to get started with providerConnect™

Go to [www.providerconnect.ca](http://www.providerconnect.ca)

At the bottom right of the providerConnect home page, click “Enter Registration Key”.

With providerConnect, you can:

Extended Health Service (EHS) Providers	Dental Providers
<ul style="list-style-type: none"><li>✓ Instantly check your patient's eligibility and coverage information</li><li>✓ Submit claims online for immediate adjudication of your patient's claim</li><li>✓ Assign payment directly to you or to your patient</li><li>✓ Sign up for direct deposit</li><li>✓ View your statements and claim reports</li><li>✓ ...And much more</li></ul>	<ul style="list-style-type: none"><li>✓ Send and view dental predeterminations in real time</li><li>✓ Generate individual plan member statements</li><li>✓ Sign up for direct deposit</li><li>✓ Receive quick access to the payment statements that you currently receive by mail</li><li>✓ ...And much more</li></ul>

You need to be registered with providerConnect to take advantage of these great features. Here's how:

ARE YOU A NEW HEALTH CARE PROVIDER AND NEED TO APPLY TO REGISTER FOR providerConnect? [Apply Online](#)

ALREADY REGISTERED AND NEED TO ACTIVATE YOUR providerConnect SECURE SERVICES ONLINE ACCOUNT? [Enter Registration Key](#)

Enter the unique registration key you receive either by email or in the mail, and your unique Provider Number and click “Continue”.

\*If you haven't received your registration key, it may take a few days to arrive, but you can expect it shortly.

Sign In

Activation

Forgot Password

Forgot User Name

Contact Us

### Account Activation for providerConnect Secure Services Online Account

In order to activate your providerConnect Secure Services online account, you will need to enter your registration key and provider number.

You should have received your registration key and provider number by email or regular mail. If you need assistance, click [here](#) for assistance.

Registration Key: \*

Provider Number: \*

\* indicates a mandatory field

[Click here](#) for printable instructions to activate your account.

[Continue](#) [Cancel](#)

The next page will contain your provider information. Enter a username of your choice, then complete the challenge questions and answers section. Select a password and click “Activate”.

Now that you're activated, enter your banking information, and you're ready to go!

providerConnect™

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Activation

Forgot Password

Forgot User Name

Contact Us

### Account Activation for providerConnect Secure Services Online Account

To activate your providerConnect online account for Secure Services, please complete the activation form below.

You will need to create a user name, password, and a challenge question/answer, which are required to protect your online account.

Create your personal User Name: \*

Provider Number: 000123456

Business / Professional Name: J V SINGER

Challenge Question: \*

Challenge Answer: \*

Email Address: \*

Confirm Email Address: \*

Create a New Password: \*

Confirm New Password: \*

[Activate](#)

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LEGAL PRIVACY SECURITY TECHNICAL SUPPORT

## How to submit claims to GSC electronically

- Using your CDAnet software, select Green Shield Canada as the carrier and 000102 as the carrier ID.
- Primary Policy/Plan Number – while mandatory within the CDAnet system, we do not use this field. Please populate with any value (e.g. 99999).
- Enter your patient's MSI number (no spaces) in the certificate field and refer to the chart below for the alpha prefix specific to the program you are claiming. The alpha prefix will be entered in the division field. If your software doesn't have a division field, simply enter the alpha prefix and the MSI number in the certificate field.

Alpha prefix	Program name
COH	Children's Oral Health Program
MFS	Oral and Maxillofacial Surgery Program
SNP	Special Needs Oral Health Program
MAX	Maxillofacial Prosthodontics Program
CPC	Cleft Palate / Craniofacial Program
ESA	Employment Support / Income Assistance

### Example:

Claim for Children's Oral Health Program:  
GSC number is COH1234567890  
Claim would be submitted like this:

- Enter the 10-digit MSI number in the certificate field
- Enter the alpha prefix COH in the division field
- If your software does not have a division field, enter the entire alpha prefix and MSI number in the certificate field, COH123467890

## Having difficulty submitting claims electronically for the Children's Oral Health Program?

If you need help submitting claims or are receiving an error message, please contact our Customer Service Centre at 1-888-711-1119. When calling, please note that you'll be asked to provide the patient's GSC identification number (alpha prefix for the appropriate program as well as the patient's MSI number). We are here to help guide you through the process.

## Submitting claims electronically for Other Government Programs?

If you need help submitting claims or are receiving an error message, the specific claim may require pre-approval. Please follow the process below to send your **initial** submission through [www.providerconnect.ca](http://www.providerconnect.ca). (Ensure you include the Program Name in the comment section). This process can also be used to submit your documentation for review by our Special Consideration Program committee.

Once the patient is registered for the program the **subsequent** submissions can be sent using your CDAnet software.

- Log into your providerConnect account (or choose “What You need” from the top of the home page, if not logged in)
- Choose the “Send a Form or Document” option
- Send form select “GSC”
- Form to select from the drop down is titled “Dental Nova Scotia Government”
- Complete the remaining mandatory fields
  - Some fields are optional
- Attach your document
  - Additional information may be provided if necessary
- Choose “Submit” for GSC review

**Please note this method of submission is not real-time processing.**

**Got a copy of the new Nova Scotia Government Dental Claim Form?**



A claim form suitable for all programs is included in this package, and also available on providerConnect by selecting “What You Need – Dental Provider” from the home page or by choosing “Forms” when signed in to secure services.

**No computer? No problem, we can accept your claims on paper**

For proper handling of your paper claims, please be sure to use the new Nova Scotia Government Dental Claim Form customized for this program. Please include the program name and the patient’s MSI number where indicated on the form and use the mailing address below (also noted on the top of the form):

Green Shield Canada  
 ATTENTION: Dental Department  
 P.O. Box 1671  
 Windsor, ON N9A 0C6