

For our Medical Supplies and Equipment Providers

Fall 2000

NEWS AND VIEWS

Welcome to the Fall edition of our quarterly newsletter for the year 2000. We are now into our second year of operations as the claims processor under the Non-Insured Health Benefits (NIHB) Program contract with the First Nations and Inuit Health Branch (FNIHB) of Health Canada.

Again, First Canadian Health would like to thank you for your support as you continue to provide quality health services to registered Indians, recognised Inuit and Innu clients of the NIHB Program.

As always, your comments and questions are welcome. Please call our First Canadian Health (FCH) NIHB Toll-Free Inquiry Centre's Customer Service Representatives at **1-888-471-1111**, or send your correspondence to our mailing address.

FIRST NATIONS AND INUIT HEALTH BRANCH (FNIHB)

Effective July 1, 2000, the name of Health Canada's Medical Services Branch (MSB) was changed to First Nations and Inuit Health Branch (FNIHB).

The Medical Supplies and Equipment Provider Information Kit (MPIK) has been updated to reflect the new name: First Nations and Inuit Health Branch (FNIHB).

Attached are revised pages for your NIHB Medical Supplies and Equipment Provider Information Kit (MPIK). Please remove the existing pages from your MPIK, and insert the revised ones.

SPOTLIGHT ON... FIRST CANADIAN HEALTH'S CLERICAL DEPARTMENT

First Canadian Health's (FCH) Clerical Department consists of six staff members who are responsible for receiving all incoming mail. Our clerical department receives up to 4500 claims a day from across Canada.

NON-INSURED HEALTH BENEFITS (NIHB) FALL SCHEDULE OF PAYMENTS FOR 2000

The following is the Non-Insured Health Benefits (NIHB) schedule of payments for cheques or Electronic Funds Transfer (EFT).

CUT-OFF DATE	CHEQUE DATE	EFT DEPOSIT DATE
01-Oct-00	02-Oct-00	06-Oct-00
15-Oct-00	16-Oct-00	20-Oct-00
01-Nov-00	02-Nov-00	08-Nov-00
15-Nov-00	16-Nov-00	22-Nov-00
01-Dec-00	02-Dec-00	08-Dec-00
15-Dec-00	16-Dec-00	22-Dec-00

ADMINISTRATIVE FEE FOR DUPLICATE STATEMENT

Beginning December 1, 2000, an administrative fee of \$25.00 will now apply for duplicate statement requests. Requests must be made in writing to First Canadian Health (FCH) and include a cheque for \$25.00.

If the FCH payment cheque corresponding to the statement has not been cashed and a sufficient amount of time has passed, the \$25.00 administrative fee will not apply and the provider's \$25.00 cheque will be returned with the copy of the statement.

APPEAL PROCEDURES

There are three levels of appeal available under the NIHB Program, which only the client can initiate. At each stage, the appeal must be accompanied by supporting information from the prescriber or provider, therefore, it is important that the following information be included along with your letter:

1. The condition (diagnosis and prognosis) for which the benefit or service is being requested;
2. Alternatives that have been tried; or Alternative therapies that have been tried;
3. Relevant diagnostic test results;
4. Justification for the proposed benefit or service.

The appeal will be reviewed by the appropriate independent consultant, who provides a recommendation to the FNIHB staff. The final decision will be made by FNIHB staff based on the consultant's recommendation, client's specific needs, the availability of alternatives, and NIHB policy.

Information sheets for each region outlining the three levels of appeal and the addresses are available from your regional First Nations and Inuit Branch offices or on the NIHB website at www.hc.sc.gc.ca/msb/nihb.