

For our Medical Supplies and Equipment Providers

Summer 2001

NEWS AND VIEWS

Welcome to the summer edition of our quarterly newsletter for the year 2001. We are now into our third year of operations as the claims processor for the NIHB Program of the First Nations and Inuit Health Branch (FNIHB) of Health Canada.

Again, FCH would like to thank you for your support as you continue to provide quality health services to First Nations and Inuit clients of the NIHB Program.

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

FCH Provider Relations
3080 Yonge Street, Suite 3002
Toronto, ON M4N 3N1

MS&E BENEFITS REMOVED FROM THE NIHB MS&E BENEFIT LIST

As stated in the Spring 2001 NIHB MS&E Newsletter, some MS&E items have been moved from the NIHB MS&E List to the NIHB Drug Benefit List (DBL). Since April 1, 2001 non-pharmacy providers can no longer bill for these items. This change was implemented to allow for consistent billing through one type of provider and with one pricing policy for utilization trend analysis by the NIHB Program.

MANDATORY FIELDS ON THE NIHB MS&E CLAIM FORM

As noted in the Spring 2001 NIHB MS&E Newsletter, claims with any missing mandatory information will be returned to the provider for completion. Mandatory fields are marked with an asterisk on the NIHB MS&E claim form.

PRESCRIBER AND PRIOR APPROVAL NUMBER ON NIHB MS&E CLAIM FORMS

When submitting a claim for multiple items with the same prescriber information and prior approval number, please complete the NIHB MS&E claim form as illustrated in *Figure 1* and *Figure 2* below:

Figure 1 (correct):

	PRESCRIBER / PRESCRIPTEUR NOM DU MÉDECIN / DU MÉDECIN PROFESSEUR / PROFESSEUR	LICENCE OR PROVINCIAL/TERRITORIAL BILLING NUMBER NUMÉRO DE PERMIS DE LA FACTURATION PROFESSEUR / PROFESSEUR	IF PRIOR APPROVAL NO. IF ITEM REQUIRES A PRIOR APPROVAL NO. D'APPROBATION PRÉALABLE SI L'ARTICLE REQUIÉRE UNE AUTORISATION PRÉALABLE
1.	Dr. John Smith	0123456789	E0276506
2.	↓	↓	↓
3.	↓	↓	↓

Figure 2 (correct):

	PRESCRIBER / PRESCRIPTEUR NOM DU MÉDECIN / DU MÉDECIN PROFESSEUR / PROFESSEUR	LICENCE OR PROVINCIAL/TERRITORIAL BILLING NUMBER NUMÉRO DE PERMIS DE LA FACTURATION PROFESSEUR / PROFESSEUR	IF PRIOR APPROVAL NO. IF ITEM REQUIRES A PRIOR APPROVAL NO. D'APPROBATION PRÉALABLE SI L'ARTICLE REQUIÉRE UNE AUTORISATION PRÉALABLE
1.	Dr. John Smith	0123456789	E0276506
2.	''	''	''
3.	''	''	''

In the event that the fields are left blank as illustrated in *Figure 3* below, the claim will be rejected with the R14 message.

Figure 3 (incorrect):

	PRESCRIBER / PRESCRIPTEUR NOM DU MÉDECIN / DU MÉDECIN PROFESSEUR / PROFESSEUR	LICENCE OR PROVINCIAL/TERRITORIAL BILLING NUMBER NUMÉRO DE PERMIS DE LA FACTURATION PROFESSEUR / PROFESSEUR	IF PRIOR APPROVAL NO. IF ITEM REQUIRES A PRIOR APPROVAL NO. D'APPROBATION PRÉALABLE SI L'ARTICLE REQUIÉRE UNE AUTORISATION PRÉALABLE
1.	Dr. John Smith	0123456789	E0276506
2.			
3.			

MANDATORY SUBMISSION OF CLIENT ADDRESS ON NIHB MS&E CLAIM FORMS

The completion of the "Client Address" field on the NIHB MS&E claim form is mandatory.

Effective August 1, 2001, claims received at FCH without the full client address including the postal code will be returned to the provider for completion.

NIHB MS&E PROVIDER AUDIT FRAMEWORK

FCH conducts MS&E provider audit activities on behalf of the NIHB Program. These activities address the needs of the NIHB Program to comply with accountability requirements for the use of public funds and to ensure provider compliance with the terms and conditions outlined in the FCH Management Corporation Inc. Pharmacy/MS&E Provider Agreement.

The components of the MS&E Audit Framework are outlined below.

The **Next-Day Quality Assurance Program** consists of a review of a defined sample of claims submitted by providers the day following receipt by FCH. Providers may be contacted to ensure compliance with NIHB Program policies and procedures.

The **Client Confirmation Program** consists of a quarterly mail-out to a randomly selected number of NIHB clients to confirm the receipt of the benefit that has been billed on their behalf.

The **Provider Profiling Program** consists of a review of the billings of all providers against selected criteria and the determination of the most appropriate follow up activity if concerns are identified.

The **On-site Audit Program** consists of the selection of a focused sample of claims or validation with provider's records through an on-site visit.

APPEAL PROCESS

When a client is denied a benefit, three levels of appeal are available under the NIHB Program, which only the client can initiate. At each level, the appeal must be submitted in writing and must be accompanied by supporting information from the health care provider.

The following information should be included:

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

A health care consultant, who will provide a recommendation to First Nations and Inuit Health Branch (FNIHB), will review the appeal. The final decision will be made by FNIHB, based on the consultant's recommendation, client's specific needs, the availability of alternatives, and NIHB policy.

Information sheets outlining the three levels of appeal and the addresses are available from NIHB Regional Offices or on the NIHB web site at the following address:

www.hc-sc.gc.ca/fnihb/nihb/dental/appealprocedures/index.htm

CLIENT CALLS

MS&E providers are requested to direct client inquiries to the appropriate FNIHB Regional Office. Please refer to the directory insert in the pocket of your NIHB MS&E Provider Information Kit (MPIK) for the telephone number and address of each FNIHB Regional Office.

The FCH NIHB Toll-Free Inquiry Centre provides services to NIHB providers.

Attached are replacement pages for your NIHB MS&E Provider Information Kit (MPIK) for Section 2 and 3. Please remove the existing pages and insert the revised ones.

Watch for the new NIHB MS&E Bulletin:

FNIHB will soon issue a new NIHB MS&E Bulletin which will provide a summary of MS&E policy and benefit changes along with new benefit lists for insertion into MPIK.
