

For our Medical Supplies and Equipment Providers

Spring 2003

NEWS AND VIEWS

Welcome to the spring 2003 edition of the Non-Insured Health Benefits (NIHB) quarterly newsletter. First Canadian Health (FCH) is now in its fifth 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 contact the FCH NIHB Toll-Free Inquiry Centre Representatives at **1-888-471-1111**, or send your correspondence to:

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

Claims with a date of service prior to November 1, 2002 should be sent to:

Attn: Susan Stockman
First Nations and Inuit Health Branch
Health Canada
Maritime Centre
1505 Barrington Street
15th Floor, Suite 1525
Halifax NS B3J 3Y6

Claims with a date of service on or after November 1, 2002 should be sent to:

FCH, NIHB Claims Dept.
3080 Yonge Street, Suite 3002
Toronto ON M4N 3N1

Should you have any questions, please contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**.

MANDATORY PRESCRIPTION (RX) INFORMATION

Please note that prescriptions submitted to FNIHB Regional Offices for prior approval or retained on file must contain the following mandatory information:

- Original Rx must be dated according to dd/mm/ccyy format (fax date is not acceptable)
- Original Rx must be signed by prescriber (as defined by the NIHB Program)
- Original Rx must contain the full client given name and surname
- Original Rx must contain item(s) prescribed and quantity

The original prescription must be kept in the client's records as these records will be reviewed during an on-site audit of provider claims. The absence of the original prescription will result in a recovery of claims associated with the prescription.

ADDRESS CORRECTION: SUBMISSION OF CLAIMS FOR CLIENTS OF BAND #047 MIAWPUKEK

In our last newsletter, under the heading "Submission of claims for clients of band #047 Miawpukek (formerly known as Conne River)", both addresses for sending claims with dates of service prior to and after November 1, 2002 were incorrect.

FNIHB REGIONAL OFFICE ADDRESS CHANGE FOR NORTHWEST TERRITORIES AND NUNAVUT

To recognize Nunavut as a separate territory, the FNIHB Northwest Territories/Nunavut Regional Office address has been updated.

Nunavut

FNIHB Nunavut
First Nations and Inuit Health Branch
Health Canada
14th Floor, Postal Locator 3914A
Sixty Queen Building
60 Queen Street
Ottawa ON K1A 0K9

Northwest Territories

FNIHB Northwest Territories
First Nations and Inuit Health Branch
Health Canada
14th Floor, Postal Locator 3914A
Sixty Queen Building
60 Queen Street
Ottawa ON K1A 0K9

These updates are reflected on the NIHB Medical Supplies and Equipment (MS&E) claim forms and the attached April 2003 directory.

Providers should note that the updated address is also reflected on prior approval confirmation letters.

**ADDRESS ON PRIOR APPROVAL
CONFIRMATION LETTERS FOR YUKON AND
ATLANTIC FNIHB REGIONAL OFFICES**

Following the address change of the Yukon and Atlantic FNIHB Regional Offices indicated in the winter 2002-2003 newsletter, providers should note that the updated addresses are now reflected on prior approval confirmation letters.

Attached is the updated directory for your NIHB MS&E Provider Information Kit (MPIK). Please remove the existing directory and insert the revised one.
