

For our Medical Supplies and Equipment Providers

Spring 2004

NEWS AND VIEWS

Welcome to the spring 2004 edition of the Non-Insured Health Benefits (NIHB) quarterly newsletter. First Canadian Health (FCH) is now in its sixth 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 at **1-888-471-1111**, or send your correspondence to:

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

NEW APPROACH TO THE NIHB PROGRAM'S CONSENT INITIATIVE

On February 4, 2004, Health Canada announced a new approach to the NIHB Program's Consent Initiative. The new approach means that the March 1, 2004, deadline for the submission of consent forms by NIHB First Nations and Inuit clients no longer applies. Under this new approach, the NIHB Program will not require a signed consent form for day-to-day processing activities and program administration. NIHB clients will therefore continue to receive benefits for which they are eligible even if they have not signed a consent form.

Health Canada would like to express its appreciation to those providers who assisted in, and supported, the NIHB Program's Consent Initiative.

For more details on the new approach to the initiative, please visit Health Canada's website at the URL address:

www.hc-sc.gc.ca/fnihb/nihb/consent/urgent_noticefeb.htm

Providers may also contact the NIHB Consent Information Centre at **1-888-751-5011**.

CONSENT WARNING MESSAGE: W82

Providers will continue to receive the warning message **W82 (Client has not provided consent)** on paid claims for clients who have not provided consent.

Providers are asked to disregard this warning message as the March 1, 2004 deadline no longer applies.

Questions regarding the W82 warning message can be directed to the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**.

REMINDER – MS&E PRIOR APPROVALS

Medical supply and equipment (MS&E) benefits requiring a prior approval must be authorized BEFORE the benefit is provided to the client. The NIHB program will not authorize or backdate an MS&E benefit simply because the provider has already dispensed the item. Providers who choose to dispense the item before obtaining funding approval from the NIHB program do so at their own risk.

Providers may dispense oxygen on an emergency basis when the FNIHB Regional Office is closed, providing they know the client is eligible and meets the medical criteria for oxygen. The approval can be obtained once the FNIHB Regional Office re-opens. Please refer to Section 4.4 of the *NIHB MS&E Provider Information Kit* for further information regarding oxygen therapy.

BAND #458 – BIGSTONE CREE NATION

The Bigstone Health Commission assumed complete management of MS&E benefits on behalf of the members of Bigstone Cree Nation (Band #458) on February 1, 2004. This means that claims and prior approvals with a date of service (DOS) on or after April 1, 2003 should be submitted to Bigstone Health Commission. Claims submitted to FCH with a DOS on or after April 1, 2003, will be rejected with the message **R30 (Client has alternative coverage. Contact FNIHB)**. Claims with a DOS prior to April 1, 2003 must be submitted to FCH and will be processed as usual. Predeterminations with a DOS prior to April 1, 2003 must be sent to FNIHB.

Bigstone Health Commission's contact information is:

Attn: Mabel Gladue
Bigstone Health Commission
P.O. Box 1590
Wabasca, AB T0G 2K0

Phone: (780) 891-4161
Toll Free: 1-866-891-9719
Fax: (780) 891-3222

DELIVERY CODES

Prior to November 2003, delivery charges for remote and isolated areas had to be included in the cost of the items, or billed using the code for miscellaneous items. To

improve the management of the program, NIHB created delivery codes to track those expenditures effective November 1, 2003. ***NIHB guidelines on delivery charges have not changed***, only the tracking of these charges has been modified. The use of delivery codes requires a prior approval by the FNIHB Regional Office.

SUPPORTING DOCUMENTATION

Providers are reminded to keep appropriate documentation in support of each claim for two years from the date a prescription is dispensed. For refills, the original prescription must be kept on file for two years after the most recent dispense date. Claims without supporting documentation may be recovered through the audit program. This applies to all paid claims, including those with prior approvals.

For further information on the MS&E Audit Program, please refer to Section 3 of the *NIHB MS&E Provider Information Kit*.

CHANGE OF OWNERSHIP

When an MS&E supplier changes ownership, the provider number under which the business is registered cannot be used by the new owner(s) to submit claims. This applies even if the name of the supplier remains the same. Instead, the provider number must be end dated and the new owner(s) must complete their own *Pharmacy/MS&E Provider Agreement*. Once the Agreement has been approved, the MS&E supplier will be assigned a new provider number to be used for billing.

To obtain a copy of a *Pharmacy/MS&E Provider Agreement*, please contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**.

Providers can download a current version of the *NIHB Medical Supplies and Equipment Provider Information Kit* at the NIHB website:

www.hc-sc.gc.ca/fnihb-dgspni/fnihb/nihb

Providers without internet access can contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**.
