

For our Medical Supplies and Equipment Providers

Winter 2004-2005

NEWS AND VIEWS

Welcome to the Winter 2004-2005 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

REPLACEMENT OF RETURNED MS&E ITEMS

Providers must follow the steps below to be reimbursed for unused MS&E returned items, and to receive payment for replacement items (if applicable).

First, the provider must contact the appropriate FNIHB Regional Office to advise them of the returned item, and to obtain a prior approval for the replacement item (even if the replacement item is the same as the returned item).

Next, the provider must submit a copy of the *NIHB MS&E Claim Statement* showing the paid claim for the returned item, along with a note requesting that it be reversed. Once the replacement item has been approved and provided to the client, the provider may submit a claim using the *NIHB MS&E Claim Form*.

Evidence of the steps described above are reviewed during the MS&E Next Day Claims Verification and On-Site Audit Programs.

For further information on prior approval requirements and the NIHB Provider Audit Program, please refer to Sections 2.2 and 3 of the *NIHB MS&E Provider Information Kit*.

QUANTITY LIMITATIONS FOR MS&E ITEMS

All MS&E items, with or without a prior approval, that have an annual quantity limitation may only be provided and claimed at no more than a three-month period at a time. For example, if an item has a quantity limitation of 12 per year, then a maximum of 3 may be provided and claimed during a three-month period. Any quantities in excess of the amount allowed during the three-month period are subject to reversal or recovery through the audit program.

MAXIMUM OF A 100-DAY SUPPLY ALLOWED PER DISPENSE

The NIHB Program allows NIHB covered items to be dispensed in accordance with the prescriber's directions, up to a maximum of a 100-day supply per dispense.

CHANGE OF PROVIDER CONTACT INFORMATION

Providers are reminded to contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111** when they have a change of address or telephone/fax number. Failure to do so may result in delivery delays for payments and/or important provider communication.

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

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**.