

For our Medical Supplies and Equipment Providers

Spring 2005

NEWS AND VIEWS

Welcome to the spring 2005 edition of the Non-Insured Health Benefits (NIHB) quarterly newsletter. First Canadian Health (FCH) is now in its seventh 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

FREQUENCY LIMIT FOR DISPOSABLE DIAPERS AND BRIEFS

As of January 1, 2005, the frequency limit for disposable diapers and briefs is a maximum of 450 diapers/briefs per three-month period. This frequency limit applies to the following item codes:

- 99400436 – Pant, briefs, disposable
- 99400440 – Diaper disposable, medium, adult
- 99400750 – Diaper disposable, small, youth, adult
- 99400751 – Diaper disposable, large adult
- 99400752 – Diaper disposable, child over 2 years of age
- 99400753 – Diaper disposable, large/extra large, child over 2 years of age

For a list of the disposable diapers and briefs covered by the NIHB Program, please refer to Sections 4.2.5 and 5 of the *NIHB Medical Supplies and Equipment (MS&E) Provider Information Kit*.

ITEM COSTS FOR HEARING AID CODES 99400260 AND 99400261

Hearing aid service fees for item codes 99400260 (Assessment/Fitting/Dispensing Fee, left ear) and 99400261 (Assessment/Fitting/Dispensing Fee, right ear) are paid as item costs, not as dispensing fees. Providers must enter the fee associated with the item code in the “Item Cost” field on the *NIHB MS&E Claim Form*, not in the “Dispensing Fee” field.

Claims submitted for item codes 99400260 and 99400261 with the fee entered in the “Dispensing Fee” field, instead of the “Item Cost” field, are rejected with the message **R14 (INSUFFICIENT BENEFIT INFORMATION TO ADJUDICATE CLAIM)**.

NEXT DAY CLAIMS VERIFICATION (NDCV) PROGRAM

The NDCV Program is an on-going process consisting of a review of a sample of claims the day following receipt by FCH. Providers may receive an *MS&E Faxback Confirmation Form C* requiring them to confirm and provide information on the item code(s) listed, as well as to submit copies of supporting documents, such as prescriptions, internal invoices/work orders, proof of delivery/client receipts, and Explanation of Benefits from first payors. Providers must complete the form and return it within two weeks from the date of receipt. If the form is not returned within two weeks, the claim is reversed.

The audit team reviews all information and documents received. A claim may be reversed or adjusted for any of the following reasons:

- It does not comply with NIHB Program guidelines
- Inconsistencies are found
- The documentation submitted is not complete

The claim reversal or adjustment will appear on the *NIHB MS&E Claim Statement*.

QUANTITY LIMITATIONS FOR MS&E ITEMS

MS&E items that have an annual quantity limitation must be provided and claimed for no more than a three-month period at a time. This applies to items with or without a prior approval number.

Items must be claimed in individual units, not packages or boxes, unless otherwise indicated (e.g. gloves) in the recommended replacement guidelines column of the MS&E benefit lists in the *NIHB MS&E Provider Information Kit*. For example:

- Irrigation Syringes (item code 99400320): The quantity limitation is 24 syringes per year, therefore a maximum of 6 syringes can be provided and claimed per three-month period.
- Batteries for left hearing aids (item code 99400259): A maximum of 12 individual batteries can be claimed every 3 months.

Claims for MS&E items that are submitted with quantities in excess of the amount allowed during the three-month period are subject to reversal or recovery through the audit program.

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**.