

## For our Medical Supplies and Equipment Providers

Spring 2006

### NEWS AND VIEWS

Welcome to the spring 2006 edition of the Non-Insured Health Benefits (NIHB) quarterly newsletter. First Canadian Health (FCH) is now in its eighth 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

### UP AND COMING ON THE WEB

New and easy access to NIHB Provider Information Kits is coming soon! Starting in the spring of 2006, accessing Provider Information on Health Canada's website will be quicker and easier. We are currently combining the Provider Information Kits into one central site that will allow you to view and print the material in a few simple steps. Visit the new site at <http://www.healthcanada.gc.ca/nihb>, you can find the revised kits under 'Health Provider Information.'

### NIHB MS&E PROVIDER AUDIT PROGRAM

The NIHB Audit Program conducts on-site provider audits. Through its activities, the Audit Program has determined that the most frequent reason for recovery of a claim is the absence of the original prescription in a pharmacy's records.

As per NIHB Program requirements, providers must retain original or faxed prescriptions for two years in case of review during an on-site audit. Faxed prescriptions must include the mandatory transmission information, which includes the date sent and the sender's information, in order to be valid. Please do not cut faxed prescriptions to fit the Rx cases as this may result in the omission of necessary information.

Please remember that the absence of the original or faxed prescription in the client's file during an on-site audit will result in the recovery of the claim(s) associated with the prescription.

The NIHB Program's billing requirements are detailed in the NIHB Medical Supplies and Equipment Provider Information Kit, First Canadian Health/NIHB Program Newsletters, and NIHB Program MS&E Bulletins. These documents are accessible on the NIHB website at:

[www.hc-sc.gc.ca/fnih-spni/pubs/nihb-ssna\\_e.html#priv](http://www.hc-sc.gc.ca/fnih-spni/pubs/nihb-ssna_e.html#priv)

Failure to comply with the requirements of the NIHB Program may result in the recovery of affected paid claims. Please review the key documentation in order to be aware of NIHB Program requirements.

### 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 Explanations of Benefits from primary carriers.

Providers must complete the faxback form and return it within two weeks from the date of receipt. Failure to do so will result in the reversal of the claim.

Reversals and adjustments may occur for the following reasons:

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

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

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/fnih-spni/pubs/nihb-ssna\\_e.html#priv](http://www.hc-sc.gc.ca/fnih-spni/pubs/nihb-ssna_e.html#priv)

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