

For our Medical Supplies and Equipment Providers

Summer 2006

NEWS AND VIEWS

Welcome to the summer 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

ADHESIVE BANDAGES

The generic term adhesive bandages refers to commercial brands such as Band-Aid® and Elastoplast®. These adhesive bandages are not eligible for coverage under the NIHB Program. Medical Supplies and Equipment providers may not submit claims for these types of adhesive bandages under item benefit codes 99400444 or 99400445 for adhesive tapes and benefit code 99400446 for adhesive suture strips included on the NIHB benefit list. FCH/NIHB auditors will recover all paid claims submitted for adhesive bandages billed as any other type of wound dressing.

Additionally, providers should be certain to indicate the size, type, and quantity of bandage items when submitting claims and to retain the required documentation for audit purposes. When there is no quantity indicated by the prescriber, the Program will only pay for the smallest commercially available amount. Additionally, providers should be certain to indicate the size, type, and quantity of bandage items when submitting claims, and to retain the required documentation for audit purposes.

The adhesive tapes are rolls of tape commercially known as Micropore™, Transpore™, Hypafix™, etc. The adhesive suture strips are commercially known as Steri-strips™ and are used as wound closures. Should providers have any questions, they can call the FCH NIHB Toll Free Inquiry Centre at **1-888-471-1111**.

WARRANTY COVERAGE FOR MS&E ITEMS

When requesting payment for repairs to MS&E items belonging to NIHB clients, please remember that all existing warranty coverage must be exhausted before any reimbursement for repair work is considered.

Additionally, MS&E items that have warranty coverage must specify in the warranty that the provider will ensure that any service or repairs to an item or device will be free of charge during the warranty period and that where there is repeated technical failure, the provider will replace the device at no cost to the NIHB Program.

For rented items, please note that the rental agreement must stipulate that maintenance and repair costs are included in the rental fees, as the NIHB Program does not pay these fees for rented equipment. The agreement must also include a clause stating that, in the event of purchase, any rental fees paid to the provider will receive consideration when the final purchase price of the item is set.

SPECIAL PROVISIONS FOR INFANT CLIENTS

Health Canada established special client identification provisions for infants less than one year of age. These provisions are in place to allow adequate time for parents who are eligible for benefits under the NIHB Program to register their newborn children on the appropriate register (for eligible First Nations clients) or list (for recognized Inuit clients).

To register an infant:

- For eligible First Nations clients**, parents should be referred to their Band Office or the Registration Services Unit of the Department of Indian and Northern Affairs Canada (INAC) at **(819) 953-0960**
- For Inuit residing in the Northwest Territories and Nunavut**, parents should be referred to their respective territorial Department of Health and Social Services
- For Inuit residing outside of the Northwest Territories and Nunavut**, parents should be referred to the nearest FNIHB Regional Office

Infants under one year of age who do not have an acceptable client identification number may be eligible to receive benefits from the NIHB Program if one of the infant's parents can be verified as an eligible client.

If a client identification number is not available for infants under one year of age, the following information

must be provided to receive benefits:

- Infant's surname
- Infant's given name(s)
- Infant's date of birth (DOB) in DD/MM/CCYY
- Parent's surname
- Parent's given name(s)
- Parent's DOB in DD/MM/CCYY format
- Parent's NIHB client identification number

NOTE: To avoid benefit access rejection, parents must obtain a client identification number for the infant prior to the infant's first birthday.

HEARING AID BATTERIES

A prior approval and a prescription are not required before dispensing hearing aid batteries. However, providers must have a chart notation with the date of issuance to the client. Hearing aid battery claims are subject to audit.

COORDINATION OF BENEFITS

When a client has coverage through a public or private third party health care plan, please submit claims to the third party carrier first.

Detailed information about third party claims and coordination of benefits is available in the NIHB Medical Supplies & Equipment Provider Information Kit.

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

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