

## For our Medical Supplies and Equipment Providers

Summer 2009

### NEWS AND VIEWS

Welcome to the Summer 2009 edition of the Non-Insured Health Benefits (NIHB) quarterly newsletter. First Canadian Health (FCH) is now in its eleventh 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 NIHB PROGRAM INFORMATION

### MODIFICATIONS TO THE NIHB MEDICAL SUPPLIES AND EQUIPMENT (MS&E) FORM

A new field called *Prescriber ID Ref.* has been added to the NIHB MS&E Claim Form. In this field, providers are required to enter a two character alphanumeric code identifying the medical specialty of the prescriber as defined by the provincial association of the prescriber. Claims not supported by the correct code will be subject to audit recovery. Prescriber ID Reference codes supplement the Prescriber ID information already required by the Program for claim adjudication (i.e., Licence #). The codes for the nurses' associations are as follows:

- Association of Registered Nurses of Prince Edward Island 27
- Association of Registered Nurses of Newfoundland and Labrador 17
- College of Registered Nurses of Nova Scotia 37
- Nurse Association of New Brunswick 48
- Ordre des infirmières et infirmiers du Québec* 57
- College of Nurses of Ontario 44
- College of Registered Nurses of Manitoba 67
- Saskatchewan Registered Nurses Association 77
- College & Association of Registered Nurses of Alberta 82
- The College of Registered Nurses of British Columbia 96
- Registered Nurses Association of the

- Northwest Territories and Nunavut
  - o Northwest Territories A2
  - o Nunavut C2
- Other 99

Providers may obtain a copy of the defined codes by contacting the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**.

Please note that the NIHB Program accepts eligible prescriptions from physicians and licensed practitioners with authorization to prescribe within the scope of practice in their province or territory and that are recognized by the NIHB Program. In addition, Nurse Practitioners (NPs), who were already authorized to prescribe drug items, are now authorized to prescribe a limited list of MS&E items, effective January 12, 2009. This change is in effect in all regions, except for the Yukon.

Note: MS&E benefits requiring a specialist prescription, home oxygen and continuous positive airway pressure (CPAP) are not eligible for coverage if prescribed by an NP.

### PREScriBER ID

Providers are reminded that they need to enter a valid Prescriber ID (not a 99999 code) in the field designated for the prescriber ID and a valid Prescriber ID reference code in the *Prescriber ID Ref.* field. The Prescriber ID is mandatory for all claims and must either be the prescriber's License Number or the Provincial/Territorial Billing Number. Please remember that Nurse Practitioners are authorized to prescribe certain drug items as well as a limited list of MS&E items.

Claims submitted without a Prescriber ID will be rejected with the message **R14 "Insufficient Benefit Information to Adjudicate Claim"**. Effective June 15, 2009, claims that do not contain valid Prescriber ID information will be recovered.

For further information on the data elements required on claims, please refer to your NIHB Medical Supplies and Equipment Health Provider Information Kit.

### DELIVERY CHARGES

Charges for delivery of a defined list of medical supplies and equipment may be approved by the NIHB Regional office as an exception. Delivery charges must be billed separately using the item code approved by the NIHB

## NIHB PROGRAM REMINDERS

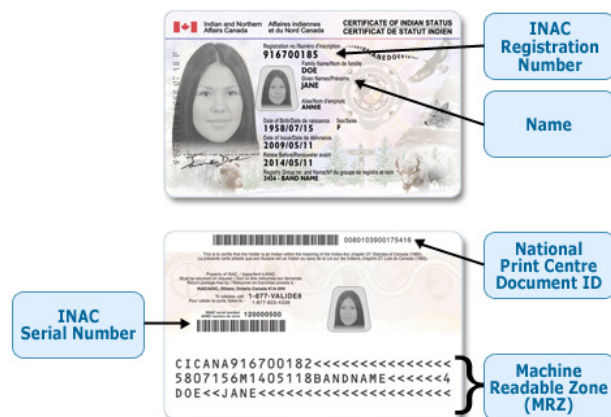
Regional office. Delivery charges added to the cost of an item and billed together with the item may be recoverable through audit. Should the provider obtain approval for delivery charge codes 99400819 (Delivery Mobility Service), 99400820 (Delivery Incontinence Items) and 99400262 (Oxygen Delivery Service), the date of service of the delivery charge must match the date of service of the item provided. The provider is still required to ensure that delivery occurs and to obtain proof of delivery for subsequent review.

### NEW CLIENT ID CARD FOR FIRST NATIONS CLIENTS

A new Secure Certificate of Indian Status (SCIS), which is an identity document, issued to confirm that the cardholder is registered as a Status Indian under the *Indian Act*, will be issued by Indian and Northern Affairs Canada (INAC). **Once the new SCIS is launched, all previously issued versions of the Certificate of Indian Status are to be accepted by providers until they reach their renewal date.**

As shown in the sample below, the new SCIS includes the specialized graphic design elements and enhanced security features that will protect the privacy of the cardholder while minimizing the opportunity for unauthorized alteration, duplication or use. **With these elements, providers can have confidence that the card presented is valid.**

#### Sample of SCIS card



When the new card is presented, the provider can call INAC's validation number **1 877 VALIDE8 (1-877-825-4338)** to verify that the card's serial number is valid. The provider will only be told if the card is valid or invalid; no other personal information will be provided. This mechanism is only available for the new SCIS and does not apply to older versions of the status cards.

For more information regarding certificates, please call **1-800-O-Canada (1-800-622-6232)** TTY: **1-800-926-9105** or visit [www.ainc-inac.gc.ca](http://www.ainc-inac.gc.ca).

### NEXT DAY CLAIMS VERIFICATION PROGRAM

The Next Day Claims Verification (NDCV) Program is an ongoing process consisting of a review of a sample of claims the day following adjudication by FCH. In the coming months, providers may receive an *MS&E Faxback Confirmation Form C* asking them to write down the name, quantity and price of the items delivered on the date of service noted on the form. Supporting documentation (e.g., prescription, invoice, etc.) must be submitted with the form, if noted as required. Should the provider receive this form, he or she needs to complete it and return it **within two weeks** from the date of receipt. If the form is not returned within two weeks, the claim will be reversed.

The Audit Team will evaluate the information on the returned forms to determine if it is consistent with the claim. An inconsistency or insufficient information will result in recovery of the funds paid. Please note that claims which have gone through the prior approval process are not excluded from the NDCV Program.

### PROVIDERS DELIVERING ALLERGY PRODUCTS

Providers are reminded that item code 00444444 (Allergy Products) requires a physician's prescription to support each claim, if the provider delivers the item directly to the client or sends it to the client's physician to be administered, in which case a proof of delivery is required. The supporting documentation (e.g., prescription, proof of delivery) is subject to audit.

### CLIENT IDENTIFICATION NUMBER FOR RECOGNIZED INUIT

When claims are submitted for recognized Inuit clients, one of the following is accepted by the NIHB Program as a valid client identification number:

- NIHB Client Identification Number** - This is a client identification number issued by NIHB to recognized Inuit clients. This number begins with the letter "N" and is followed by 8 digits.
- Government of the Northwest Territories (GNWT) Health Care Number** - This is a number issued by the Government of the Northwest Territories to Inuit clients from the Northwest Territories. This number begins with the letter "T" and is followed by 7 digits.
- Health Care Number** - This is a number issued by the Government of Nunavut to Inuit clients from Nunavut. This is a 9-digit number starting with a "1" and ending with a "5".

For further information, please refer to Section A6 *Client Identification Numbers for Recognized Inuit* of the NIHB Medical Supplies and Equipment Health Provider Information Kit.

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### **INFORMATION REQUIRED WHEN CALLING THE FCH NIHB TOLL-FREE INQUIRY CENTRE**

Providers are reminded to have the following information ready before calling the FCH NIHB Toll-Free Inquiry Centre:

- Provider unique number
- Client identification number, if applicable
- Client's name, if applicable
- Client's date of birth, if applicable

Having the above information ready when calling will allow toll-free inquiry centre representatives to assist providers more efficiently.

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### **FCH-ESI TRANSITION**

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#### **HEALTH INFORMATION CLAIMS PROCESSING SERVICES - PROVIDER ENROLMENT**

Effective December 1, 2009, ESI Canada will administer the Health Information and Claims Processing Services (HICPS) for MS&E benefits covered by the NIHB Program.

In order to ensure that claims and associated payments for services rendered to NIHB clients are processed quickly and efficiently after December 1, 2009, MS&E providers are asked to enrol with ESI Canada at their earliest convenience.

During April 2009, ESI Canada mailed MS&E providers an information package, which included all the necessary documentation required for enrolment with ESI Canada. If you did not receive an information package, or have misplaced it, please download the documents from [www.provider.esicanada.ca](http://www.provider.esicanada.ca) and submit the completed forms to ESI Canada. If you are unable to access the website, you can email ESI Canada at

**ESICanadaNIHBProviderEnrolment@Express-Scripts.com**

or leave a voice mail message at **1-888-677-0111 ext. 7015** to request a package.

Providers may continue to submit claims to First Canadian Health (FCH) until November 30, 2009. There will be no interruption of claims processing and payment services as long as providers currently enrolled with FCH

are enrolled with ESI Canada by December 1, 2009. If you have not already done so, we urge you to complete and submit the necessary forms as soon as possible. Please note that this change in claims processing services does not coincide with any program coverage or policy changes.

ESI Canada is committed to providing quality services and timely payment of claims and, as is currently the case, claims will be paid under a regular bimonthly cycle.

Additional information on ESI Canada is available at the following website address:

**[www.esicanada.ca](http://www.esicanada.ca)**

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#### **CHANGE IN VALIDITY PERIOD OF CHEQUES ISSUED BY FCH**

As of June 1, 2009, all cheques issued by FCH will have a six month validity period. After this period, those cheques will no longer be valid.

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#### **PAYMENT AND REIMBURSEMENT DURING TRANSITION OF CONTRACT**

Due to the transition from FCH to ESI, payments and reimbursements to the NIHB Program that would have normally been made payable to FCH, should be made payable to the Receiver General for Canada after November 30, 2009.

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If you need a printed version of the NIHB Medical Supplies and Equipment Health Provider Information Kit, please download it from the NIHB website at the following address:

**<http://www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/provider-fournir/med-equip/index-eng.php>**

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

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