



### NEW INFORMATION

#### Audiology - New Pricing Grid

The Federal Healthcare Partnership which includes Veteran Affairs Canada (VAC), Health Canada (HC), Royal Canadian Mounted Police (RCMP) and the Department of National Defence (DND) recently completed negotiations with the Canadian Auditory Equipment Association (CAEA). A new pricing grid is in effect from May 1, 2016 to April 30, 2020 and includes the following for the NIHB Program:

The maximum price of the entry level hearing aids that the NIHB Program covers has increased from \$525.00 to \$575.00 and now includes directional and multi-directional microphones.

- The wireless CROS and BICROS are now covered by the Program, up to a maximum price of \$575.00
- The maximum price for ear molds is set at \$45.00
- Warranty on repairs of new hearing aids is applicable for up to two years
- Warranty on replacement of hearing aids due to loss and damage is applicable for one occurrence within the first year
- Shipping charge to manufacturer remains at \$8.00 per client order, whether one or two instruments are included in the order
- Prices for repairs at \$125.00 and remake at \$176.00 remain unchanged

The Program has also created 2 new codes for remake by manufacturer as follows:

- Left aid - 99401122
- Right aid - 99401123

These new codes can also be found on the HC website at [hc-sc.gc.ca/fniah-spnia/nihb-ssna/provide-fournir/med-equip/criter/audio-eng.php](http://hc-sc.gc.ca/fniah-spnia/nihb-ssna/provide-fournir/med-equip/criter/audio-eng.php).

#### New Code – Power Wheelchair Rental

Effective June 1, 2016, the NIHB Program implemented a new benefit code for power wheelchair rentals: 99400918. This change is reflected on NIHB's General Benefits List at [hc-sc.gc.ca/fniah-spnia/nihb-ssna/provide-fournir/med-equip/criter/general-eng.php](http://hc-sc.gc.ca/fniah-spnia/nihb-ssna/provide-fournir/med-equip/criter/general-eng.php).

#### Faxing MS&E Manual Claim Submissions

Providers can now fax original NIHB manual claim forms for processing to Express Scripts Canada. If preferred, providers can continue submitting claims by mail.

Claim forms are available at [provider.express-scripts.ca/documents/Medical\\_Supplies\\_and\\_Equipment/Forms/English/NIHB\\_MSE\\_Claim\\_Form.pdf](http://provider.express-scripts.ca/documents/Medical_Supplies_and_Equipment/Forms/English/NIHB_MSE_Claim_Form.pdf). If completing the manual form by hand, please make sure that the handwriting is legible and fax the completed claim to 1 (888) 249-6098. Express Scripts Canada will notify the provider using the Provider Return Letter and request a resubmission if the fax is illegible.

The submission process for prior approvals (PA) will remain as is; continue to send the PA requests to the applicable Health Canada Regional Office.

Below is a summary of documents that can be submitted by fax.

SPECIALTY AREA	MANUAL FORMS ACCEPTED BY FAX	ATTACHMENTS TO BE SUBMITTED WITH ORIGINAL CLAIM FORM (IF APPLICABLE)
Medical Supplies and Equipment (MS&E)	<ul style="list-style-type: none"> <li>• NIHB Medical Supplies and Equipment Claim Form</li> <li>• Customized Medical Supplies and Equipment Invoice</li> </ul>	<ul style="list-style-type: none"> <li>• Waybills*</li> </ul>

*\*If required, must be included with faxed claim forms.*

### REMINDERS

#### Contact Information for First Nations Health Authority in British Columbia

For MS&E prior approval and special authorization requests applicable to FNHA clients, please use the following co-ordinates:

First Nations Health Authority  
 757 West Hastings Street  
 Suite 540  
 Vancouver, British Columbia V6C 3E6  
 Toll Free: 1 (800) 317-7878  
 Fax: 1 (888) 299-9222

FNHA contact information is also available on the NIHB MS&E Claim Form at [provider.express-scripts.ca](http://provider.express-scripts.ca).

## NIHB Northern Regional Office (for Pharmacies Dispensing MS&E)

Effective December 1, 2015 the Northern Regional office has moved to a new location in Ottawa. In addition to this, the management of MS&E PAs has been centralized for all three territories (Yukon, Nunavut and Northwest Territories). MS&E PA requests and inquiries for these territories are to be directed to the following location:

Non-Insured Health Benefits  
Northern Region, Health Canada  
Tupper Building  
2720 Riverside Drive, 4<sup>th</sup> Floor  
Address Locator: 6604C  
Ottawa, Ontario K1A 0K9  
  
Toll free: 1 (888) 332-9222  
Fax (Toll free): 1 (800) 949-2718

## Adding MS&E Provider Specialty Certifications After Registration

In order to submit claims for a new specialty (not included at the time of registration), please provide a revised provider agreement that is available at: [provider.express-scripts.ca/documents/Medical Supplies and Equipment/Forms/English/Medical Supplies and Equipment Provider Agreement.pdf](http://provider.express-scripts.ca/documents/Medical_Supplies_and_Equipment/Forms/English/Medical_Supplies_and_Equipment_Provider_Agreement.pdf) noting the specialty and a copy of the appropriate certificate (for PRO1, PGO1 and PGO2) or diploma (for ORT1, ORT2, PRO3, PRO2, OXY, RES and AUD) to Express Scripts Canada.

## No Claims Against Clients

As per section 5.3 of the MS&E Provider Agreement (reprinted below), providers are required to seek payment for eligible NIHB MS&E benefits solely from Express Scripts Canada. The only exception to this policy is when a provider must charge a client upfront in a co-ordination of benefits situation.

The MS&E Provider Agreement can be found on the Express Scripts Canada's NIHB Claims Services Provider Website at: [provider.express-scripts.ca/documents/Medical Supplies and Equipment/Forms/English/Medical Supplies and Equipment Provider Agreement.pdf](http://provider.express-scripts.ca/documents/Medical_Supplies_and_Equipment/Forms/English/Medical_Supplies_and_Equipment_Provider_Agreement.pdf).

### MS&E Provider Agreement Section 5.3 No Claim Against Clients

*(1) The Provider shall seek payment solely from Express Scripts Canada for all NIHB MS&E Services. Including, but not limited to the event of (i) rejection or reversal of any Claim in whole or in part by Express Scripts Canada, (ii) collection of any amounts by Express Scripts Canada from the Provider, (iii) set-off by Express Scripts Canada of monies otherwise payable to the Provider, (iv) non-payment of any Claim by Express Scripts Canada for any reason including Express Scripts Canada's insolvency or (v) breach of this Agreement by Express Scripts Canada, Provider shall not bill, charge, collect a deposit from, seek compensation from, condition the provision of services on payment from, or have any recourse against any Client or person acting on behalf of the Client. Notwithstanding the foregoing, the sole exception to this provision are instances where the Provider must charge the client up front in order to coordinate benefits with other payors as per section 4.1 (2) (d) or when an item is not covered by the NIHB Program.*

# NIHB PROGRAM AND EXPRESS SCRIPTS CANADA CONTACT INFORMATION

## EXPRESS SCRIPTS CANADA

### Provider Claims Processing Call Centre

**Please have your Provider Number readily  
available**

#### Inquiries

1 (888) 511-4666

#### MS&E Extended Hours

Monday to Friday:  
6:30 a.m. to 8:30 p.m. Eastern Time  
Excluding Statutory Holidays

### MS&E Claims

#### Mail MS&E claims to:

Express Scripts Canada  
NIHB MS&E Claims  
P.O. Box 1365, Station K,  
Toronto, ON M4P 3J4

#### Fax MS&E claims to:

1 (888) 249-6098

### MS&E Provider Relations Department & Provider Agreements

Each additional MS&E location must be registered  
with the NIHB Program with its  
own Provider Number prior to services being  
rendered.

#### Fax Completed MS&E Provider Agreement to:

Toll Free Fax No.: 1 (855) 622-0669

### Other Correspondence

#### Mail to:

Express Scripts Canada  
5770 Hurontario St., 10<sup>th</sup> Floor,  
Mississauga, ON L5R 3G5

## NIHB PROGRAM MS&E BENEFITS

### Health Canada Regional Offices

#### PRIOR APPROVALS

##### MS&E Benefits

Alberta	1 (800) 232-7301
Atlantic	1 (800) 565-3294
Manitoba	1 (800) 665-8507
Northwest Territories/Nunavut/Yukon	1 (888) 332-9222
Ontario	1 (800) 881-3921
Quebec	1 (877) 483-1575
Saskatchewan	1 (866) 885-3933

#### INQUIRIES

##### MS&E Benefits

Alberta	1 (780) 495--2694
	1 (800) 232-7301
Atlantic	1 (902) 426-2656
	1 (800) 565-3294
Manitoba	1 (800) 665-8507
Northwest Territories/Nunavut/Yukon	1 (888) 332-9222
Ontario	1 (800) 881-3921
Quebec	1 (877) 483-1575
	1 (514) 283-1575
Saskatchewan	1 (866) 885-3933

### First Nations Health Authority

#### PRIOR APPROVALS

British Columbia*	1 (888) 299-9222
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#### INQUIRIES

British Columbia*	1 (604) 666-3331
	1 (800) 317-7878

*\*For First Nation residents only.  
For non-residents and Inuit, contact the Alberta region.*

## NIHB Forms

**Download** from the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre.