

## NEW INFORMATION

### Wound Care Dressing List

Effective April 1, 2016, the NIHB wound care dressing list has been updated. Please note that this list is not exhaustive and it is not an endorsement by the NIHB Program for a specific brand or product. The list is provided in order to assist MS&E providers in selecting the appropriate benefit code to use when submitting a prior approval (PA) request or claim for wound care products.

If the dressing required by the client is not listed or you are uncertain which benefit code to use, please contact your Health Canada regional office.

To view the updated list, consult the following link: [hc-sc.gc.ca/fniah-spnia/nihb-ssna/provide-fournir/med-equip/criter/dressing-pansements-eng.php](http://hc-sc.gc.ca/fniah-spnia/nihb-ssna/provide-fournir/med-equip/criter/dressing-pansements-eng.php).

### Changes to Incontinence and Ostomy Supplies Price File

Effective May 1, 2016, the NIHB Program increased the reimbursement rate for selected incontinence and ostomy supplies by 3.1%.

For prior approvals received before May 1, 2016, providers are advised to submit their claims to Express Scripts Canada using the code(s) and prices referenced in the prior approval confirmation letter. The new price file applies to prior approval requests received on or after May 1, 2016.

The maximum prices for incontinence and ostomy supplies from May 1, 2016 to March 31, 2017 are as follows:

#### INCONTINENCE BENEFIT CODES AND PRICES

ITEM	CODE	PRICING IN PROVINCES	PRICING IN TERRITORY
Adult Diapers/Pull-Ups, Small or Medium	99401087	\$1.28	\$1.46
Adult Diapers/Pull-Ups, Large or X Large	99401088	\$1.37	\$1.57
Adult Diapers/Pull-Ups, XXX Large	99401089	\$1.56	\$1.78
Adult Diaper /Tabs, Small or Medium	99401090	\$1.02	\$1.17
Adult Diaper /Tabs, Large or X Large	99401091	\$1.25	\$1.43
Adult Diaper /Tabs, XXX Large	99401092	\$1.47	\$1.68
Liners, Disposable	99400438	\$0.57	\$0.65

#### OSTOMY BENEFIT CODES AND PRICES

ITEM	CODE	PRICING IN PROVINCE	PRICING IN TERRITORY
One-piece urostomy pouch, flat	99400731	\$13.30	\$15.20
One-piece urostomy pouch, convex	99400732	\$13.71	\$15.67
Two-piece urostomy pouch	99400745	\$6.39	\$7.31
Flange – Flat	99400742	\$9.28	\$10.61
Flange – Convex	99400743	\$13.08	\$14.95
One-piece, Drainable, Flat, Colostomy/Ileostomy pouch	99400406	\$8.03	\$9.18
One-piece, Drainable, Convex, Colostomy/Ileostomy pouch	99400730	\$11.90	\$13.60
One-piece, Closed, Flat, Colostomy/Ileostomy pouch (formerly 99400729)	99400905	\$4.80	\$5.50
One-piece, Closed, Convex, Colostomy/Ileostomy pouch (formerly 99400729)	99400906	\$7.01	\$8.01
Two-piece, Closed, Colostomy/Ileostomy Pouch	99400414	\$3.20	\$3.65
Two-piece, Drainable, Colostomy/Ileostomy Pouch	99400415	\$6.19	\$7.07

### Policy Change – Prescriber Criteria for Low Vision Aids

Effective April 1, 2016, the NIHB Program will accept prescriptions for low vision aids from Optometrists in all parts of Canada, as well as from Ophthalmic Technicians/Medical Technologists (OMT) working under the Stanton Territorial Health Authority (STHA) in Northwest Territories and Nunavut.

NIHB Program and Express Scripts Canada Contact Information can be found on the last page of this NIHB Newsletter.

## Policy Change – Recognition of Licensed Practical Nurses and Registered Practical Nurse as Oxygen Assessors

The NIHB Program now recognizes licensed practical nurses (LPN) and registered practical nurses (RPN) as home oxygen assessors in provinces and territories where this activity is within their scope of practice, and with appropriate training and/or experience in home oxygen therapy as required by their regulatory body.

## Non-Insured Health Benefits (NIHB) Program 2014/15 Annual Report

Providers may wish to consult NIHB Program's 2014/15 Annual Report, which provides national and regional data on the Program's eligible client population, expenditures, benefit utilization and NIHB's efforts in the area of client safety. To access the 2014/15 report, visit [provider.express-scripts.ca/documents/AnnualReport/2014-2015\\_NIHB\\_Annual\\_Report\\_EN.pdf](http://provider.express-scripts.ca/documents/AnnualReport/2014-2015_NIHB_Annual_Report_EN.pdf).

## Assembly of First Nations Survey for NIHB Providers

Please be advised, NIHB is collaborating with the Assembly of First Nations (AFN) on a joint review of the Program, with the goal of identifying and implementing actions that enhance client access to benefits and increase Program efficiencies. As part of this work, the AFN has created web-based surveys to gather feedback from medical equipment and supplies providers who provide services to NIHB clients. You are invited to visit the following link to participate in the NIHB provider survey: [health.afn.ca/en/highlights/general/nihb-medical-supplies-and-equipment](http://health.afn.ca/en/highlights/general/nihb-medical-supplies-and-equipment).

## REMINDERS

### Prescription Requirements for MS&E Items

Prescriptions (Rx) submitted to NIHB Regional Offices or kept on file by providers must contain the following information:

- The prescription date (a fax date is not accepted as the prescription date)
- The prescribers' hand-written signature (a stamped or electronic prescriber signature is not accepted, unless the provider has obtained permission from the regional office to use this format)
- The client's full given name and surname
- The item or service being prescribed

Please note that the Program does not accept a prescription that is not specific to the patient.

Where the prescription is in the form of a referral to another health professional, it must include the specific type of assessment requested.

For example:

- A prescription from a physician or nurse practitioner requesting that an occupational therapist (OT) assess the client regarding wheelchair assessment and to make associated recommendations.
- A prescription from an audiologist requesting that another health professional carry out a hearing assessment and make associated recommendations.

Regardless of the form used, all data elements indicated above should be provided.

Faxed prescriptions must contain **fax header information**, that is, the date sent and the senders' information

### Claims Submission and Change of Ownership

For ownership changes, please ensure that all claims are submitted for processing **prior** to the change of ownership and legal name changes. For any outstanding claims, please contact the Provider Claims Processing Call Centre for assistance.

## NIHB PROGRAM AND EXPRESS SCRIPTS CANADA CONTACT INFORMATION

### EXPRESS SCRIPTS CANADA

#### Provider Claims Processing Call Centre

*Please have your Provider Number readily  
available*

#### Inquiries and Password Resets

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

#### 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 Forms

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

[provider.express-scripts.ca](http://provider.express-scripts.ca)

### 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.*