



NEW INFORMATION

Change to Policy on Pair of Custom-Made Foot Orthotics

Effective October 17, 2016, the NIHB Program has lifted the requirement for a prior approval (PA) on a pair of custom-made foot orthotics (CMFO) under benefit code 99400624 for a trial period of 12 months. Before dispensing the CMFO, providers must call the Express Script Canada Provider Claims Processing Call Centre at 1 (888) 511-4666 to confirm client eligibility for the benefit (i.e. at least two years since last date of service). Once client eligibility for the benefit has been confirmed, providers may submit claims directly to Express Scripts Canada without requiring a PA from the regional office. At the end of this period, NIHB will evaluate the feasibility of removing the PA on an ongoing basis. Please note that prior approval is required for early replacements.

In addition to this, the price for a pair of CMFO has been standardized in all regions to a maximum of \$450.00 unless the price is otherwise subject to an agreement with NIHB.

Claims for a pair of CMFO will be selected randomly for review via the Next Day Claims Verification Program (NDCV) to ensure compliance and adherence to NIHB policies and criteria. Under this program, Express Scripts Canada will contact selected providers to request the supported documentation outlined in the CMFO policy which is available on the Health Canada Website at canada.ca/nihb. Providers will have two weeks to respond to the request. Failure to respond within the two-week timeframe will result in claim reversal or recovery action.

For any questions related to these changes, please contact your Health Canada regional office.

Audiology Pricing Grid – Update and Correction

In the Fall 2016 NIHB Newsletter, an update was provided on the new audiology pricing grid. The article included information on the shipping charge which read: *Shipping charge to manufacturer remains at \$8.00 per client order, whether one or two instruments are included in the order.* The sentence should have read: *Shipping charge **from** manufacturer remains at \$8.00 per client order, whether one or two instruments are included in the order.* The NIHB Program apologizes for any confusion this may have caused.

The pricing grid has now been posted on Health Canada's website at hc-sc.gc.ca/fniah-spnia/nihb-ssna/provide-fourmir/med-equip/criter/audio-eng.php#a6.

New Electronic Version of the Modification to Provider Information Form

Providers can now easily update provider information by using the electronic Modification to Provider Information Form that is available on the provider website at provider.express-scripts.ca/documents/Medical_Supplies_and_Equipment/Forms/English/Modification_to_Pharmacy_and_MSE_Provider_Information_Form.pdf.

Please download and use the new form when submitting any updates to provider information.

REMINDERS

Faxing MS&E Claims

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

Electronic claim forms are available at provider.express-scripts.ca/documents/Medical_Supplies_and_Equipment/Forms/English/NIHB_MSE_Claim_Form.pdf. Once completed, forms can be faxed to 1 (888) 249-6098.

If you are not using the electronic claim forms, please ensure all submissions are clear and legible. Express Scripts Canada will notify the provider using the Provider Return Letter and request a resubmission if the fax is illegible.

NIHB Claims Services Provider Website

Providers can easily access NIHB Program information, forms, newsletters and fax broadcasts on the NIHB Claims Services Provider Website. This information is publicly available and does not require a login ID or password. Providers can continue to access the Express Scripts Canada corporate website or go directly to provider.express-scripts.ca. Please bookmark this address for future reference.

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., 10th Floor,
Mississauga, ON L5R 3G5

NIHB PROGRAM MS&E BENEFITS

Health Canada Regional Offices

PRIOR APPROVALS/INQUIRIES

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

FIRST NATIONS HEALTH AUTHORITY

PRIOR APPROVALS

British Columbia* (fax number) 1 (888) 299-9222

INQUIRIES

British Columbia* 1 (800) 317-7878

**For First Nation residents in British Columbia 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.