



## NEW INFORMATION

### Updated Guide for Medical Supplies and Equipment

The Non-Insured Health Benefits (NIHB) Program has updated the *Provider Guide for Medical Supplies and Equipment (MS&E)*. In an effort to reach a larger audience, the Provider Guide is now called the *Guide for Medical Supplies and Equipment Benefits*.

The *Guide for Medical Supplies and Equipment Benefits* provides information on Health Canada's NIHB Program policies relevant to providers and clients. Hyperlinks are included in the Guide for quick access to forms and Program information.

The updated Guide is available on [canada.ca/nihb](http://canada.ca/nihb).

Please read and retain the most current version of the Guide to ensure continued compliance with your NIHB Provider Agreement. In the event of a contradiction between document versions, the provisions of the Health Canada web-posted 2017 Guide will prevail.

Should you encounter difficulties accessing the information through the Health Canada website, or require additional information, please contact your Regional Office.

### Nurse Practitioners Prescribing Oxygen

The NIHB Program now recognizes Nurse Practitioners as prescribers of home oxygen and associated equipment in provinces and territories where it falls within the professional scope of practice of their respective regulatory body.

For additional information, please consult the [Guide for Medical Supplies and Equipment Benefits 2017](#).

### Custom-made Foot Orthotics Provider Speciality Certification

In order for MS&E claims to be accepted and approved, providers must submit a copy of their certification for each speciality for which they intend to provide services when enrolling in the NIHB Program. Only providers that have a speciality certification for custom-made foot orthotics (ORT2) can claim for these items. Any claims submitted without proper ORT2 certification will be denied or reversed. Please consult the [2017 Guide for Medical Supplies and Equipment Benefits](#) for more information on acceptable ORT2 certifications under the NIHB Program.

### Request for Wheelchair Repairs

As indicated in the *2017 Guide for MS&E Benefits*, only the most recently purchased wheelchair funded by NIHB qualifies for the coverage of maintenance and repairs. Repairs are to restore the wheelchair's physical condition, allowing for normal wear and tear and include a warranty according to industry standards. Wheelchair repairs require prior approval and are eligible for coverage only when the warranty has expired. No prescription is required for repairs.

When submitting a prior approval for repairs, the following information should be provided:

1. The make, model and date of purchase of the wheelchair being repaired
2. Details as to why the wheelchair requires the repairs and if the repairs are over and above the normal wear and tear on a wheelchair
3. Detailed cost estimate of items, including electronic parts (e.g., joystick), to be repaired/replaced
4. Hourly rate for labor costs

If the cost of repairs is more than the original cost of the wheelchair, the provider must provide a rationale explaining the high cost of repair. NIHB may request additional information if the same components/parts of the wheelchair are continually being required for replacement.

### Audiology Update

#### Hearing Aids

Federal health benefit plans have an agreement with hearing aid manufacturers. The list of hearing aids available for coverage through this agreement has recently been expanded. For more information on hearing aids and pricing for clients of federal health benefit plans, including NIHB, consult your hearing aids distributor.

#### Audiology Payment

Audiology providers are reminded to seek payment for benefits solely from Express Scripts Canada, and not to charge clients any additional fees. As per section 5.3 of the *MS&E Provider Agreement*: "Providers 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." The *MS&E Provider Agreement* can be found on the Express Scripts Canada's NIHB Claims Services Provider website [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).

## New Electronic Version of the MS&E Provider Agreement

Providers can now easily register for the NIHB Program by completing the electronic Medical Supplies and Equipment Provider Agreement that is available on the 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%20Supplies%20and%20Equipment/Forms/English/Medical%20Supplies%20and%20Equipment%20Provider%20Agreement.pdf).

Please fax or mail the completed and signed Agreement to Express Scripts Canada and ensure the most current version of Adobe Reader is used when completing fillable forms.

### REMINDERS

#### Providers' Duty to Maintain List of Affiliates

Providers who retain affiliates and/or contracted staff to assist with client files are reminded of the privacy considerations under section 8 – Records and Privacy in the *Medical Supplies and Equipment Provider Agreement* (Agreement). Express Scripts Canada and Health Canada staff will only communicate with the registered provider and staff listed in the Agreement.

To add any new name(s) of affiliate(s) and/or contracted staff to their profile, the provider is required to update their Agreement with Express Scripts Canada. This is done either by completing section B of Appendix C if the individual(s) is/are employed by the provider, or section F if the services are sub-contracted to a separate organization. The Agreement can be found on the Express Scripts Canada provider website.

#### Hearing Aid Batteries

Providers are reminded that batteries are to be billed to the NIHB Program per battery (codes 99400643 and 99400259), and not per package or box.

#### Legibility Requirement for Manual Form Submissions

If providers are not using the fillable claim forms, they must ensure all manual (by fax or mail) form submissions are clear and legible. Express Scripts Canada will notify the provider using the Provider Return Letter and request a resubmission if the form is illegible. Fillable claim forms are available at [provider.express-scripts.ca](http://provider.express-scripts.ca).

# NIHB PROGRAM AND EXPRESS SCRIPTS CANADA CONTACT INFORMATION

## EXPRESS SCRIPTS CANADA

### Provider Claims Processing Call Centre

**Please have your provider number readily  
available**

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 claims to:

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

#### Fax claims to:

1 (888) 249-6098

### Provider Relations Department

#### Fax completed provider agreements to:

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/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.