

## NEW INFORMATION

**Change in Coverage for Breast Pumps**

Effective December 11, 2017, manual breast pumps (benefit code 99400317) will become an open benefit (no longer requiring a prior approval (PA)) up to a maximum of \$65, per birth event. For additional information, please refer to section 3.1.4. of the [Guide for Medical Supplies and Equipment Benefits](#) available at [canada.ca/nihb](http://canada.ca/nihb).

**Update on Prior Approval Requirement for a Pair of Custom-Made Foot Orthotics**

On October 17, 2016, the NIHB Program lifted the prior approval (PA) requirement for a pair of custom-made foot orthotics (CMFO) under benefit code 99400624 for a trial period of 12-months. The Program will extend this change of policy until March 31, 2018 in order to continue evaluating the feasibility of removing the PA permanently.

Before dispensing the CMFO, providers must contact the Express Scripts Canada Provider Claims Processing Call Centre at 1 (888) 511-4666 to confirm eligibility (i.e., at least two years since last date of service). Once eligibility has been confirmed, providers may submit claims directly to Express Scripts Canada.

For any questions, please contact your [Health Canada regional office](#).

**Recognition of Certified Pedorthists licensed by the Pedorthic Footcare Association of Canada**

As of August 25, 2017, certified pedorthists (C. Peds) who are in good standing with the Pedorthic Footcare Association (PFA) in Canada can register with the NIHB Program as providers of custom-made shoes, custom-made foot orthotics and modifications to stock footwear.

To register and submit claims to the NIHB Program, providers must complete and forward all of the necessary documents to Express Scripts Canada. These include:

- Completed Medical Supplies and Equipment Provider Agreement (available on the [Express Scripts Canada website](#))
- Void cheque or official bank letter for electronic deposits (Agreement - Annex B)
- Copy of insurance policy documentation (Agreement - section 7.1 Provider Insurance)

- Copy of current certification(s) for all pedorthists practising at the location, indicating that the provider is in good standing with the:
  - College of Pedorthics of Canada (CPC)
  - American Board for Certification in Orthotics, Prosthetics & Pedorthics (ABCOP) or
  - Board of Certification Pedorthist Certification (BOCPD)
- Copy of current license provided by PFA Canada for all pedorthists practising at the location

**Provider Registration Requirements for Custom-Made Foot Care Orthotics**

In order to register with the NIHB Program as a provider of custom-made foot orthotics and submit claims on behalf of NIHB clients, the provider or their employee must meet the following requirements:

1. Provide hands-on foot care services (i.e., assessment, casting, fitting and dispensing of the orthotic) and
2. Have one of the following credentials indicating the education, training and experience focusing on the foot:
  - Certified orthotist (CO(C))
  - Certified prosthetist orthotist (CPO(c))
  - Technicien en orthèses et prothèses (TOP) certified by the Ordre des technologues professionnels du Québec (Quebec only) or the Canadian Board for the Certification of Prosthetists and Orthotists
  - Chiropodist (DPodM) registered with their provincial/territorial regulatory bodies
  - Podiatrist (DPM only) registered with their provincial/territorial regulatory bodies or
  - Canadian certified pedorthist (C.Ped(C)) or certified pedorthist (C.Ped) licensed by the Pedorthic Footcare Association Canada.

## Recognition of Registered Midwives as Prescribers

Effective November 28, 2017, the NIHB Program recognizes registered midwives (RM) as prescribers of MS&E within their scope of practice (for items such as: medical grade compression stockings, invalid rings, maternity belts and breast pumps) in provinces and territories where their practice is regulated. The item must be a benefit of the NIHB Program and will be funded in accordance with NIHB Program policies and guidelines.

When submitting claims for items prescribed by a RM, the provider must enter the following information in the claim form:

- *Prescriber ID:* Licence number of the RM
- *Prescriber ID Ref Number (RM association code):*
  - 08 = Ontario College of Midwives
  - 39 = Midwifery Regulatory Council of Nova Scotia
  - 54 = Ordre professionnel des sages-femmes du Québec
  - 68 = College of Midwives of Manitoba
  - 88 = Alberta Association of Midwives
  - 98 = College of Midwives of British Columbia
  - 99 = Other (for provinces and territories that are not listed above).

## Hearing Instrument Practitioners - Claims Submission

When submitting claims to Express Scripts Canada in provinces and territories where hearing instrument practitioners (HIP) are allowed to recommend hearing services and supplies (British Columbia, Alberta, Saskatchewan, Manitoba and New Brunswick), HIP must enter the following information in the Prescriber ID information and Prescriber ID Ref Number fields in the claim form:

- *Prescriber ID information:* Licence number of the HIP
- *Prescriber ID Ref:* 99

## Medical Supplies and Equipment Guide

To reflect current NIHB Program policies, the [Guide for Medical Supplies and Equipment Benefits](#) is updated on a quarterly basis, concurrent with MS&E NIHB newsletters. Providers are encouraged to update their printed or electronic copies by visiting [canada.ca/nihb](http://canada.ca/nihb).

## Transition of the First Nations and Inuit Health Branch to the new Department of Indigenous Services

The Government of Canada recently announced plans to create a new department of Indigenous Services. Bringing Indigenous programs and services together in one department will create opportunities to address the key building blocks of Indigenous wellness in a more coordinated and seamless way. As part of this transformation, it is expected that programs and services currently delivered by the First Nations and Inuit Health Branch (FNIHB) of Health Canada, including the NIHB Program, will become part of the new department of Indigenous Services in the future.

Please be assured that this transition will not affect services to NIHB clients or benefit providers. NIHB provider registration and claims processing will not be affected by this change. In addition, NIHB Program contact information will remain the same until further notice. More information about the department's creation will be provided once it is available.

## 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 and updates to certificates or affiliates 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.