

NEW INFORMATION

Updated Prior Approval Forms

Priority processing is given to prior approval (PA) requests for clients being discharged from the hospital and those on palliative care. PA forms have been revised to include the following two options: Expected Date of Discharge from Health Care Facility and Palliative Care Client (with checkboxes for each appearing at the top of the form). Providers can now select the appropriate box when MS&E items are requested for these clients to ensure these prior approvals are prioritized accordingly. The revised forms are available at provider.express-scripts.ca.

Prior approval forms must be completed by providers and should not be sent to the prescriber/recommender (e.g., physicians, nurse practitioner) for completion. Please note that the Program does not cover prescriber/recommender fees for completing a prior approval form.

Special Authorization

A special authorization (SA) is a longer term approval that may be provided for items that have a set price and frequency guideline. SAs reduce the need for providers to submit PA requests, such as when a client with a chronic illness requires regular supplies (e.g., incontinence items or ostomy supplies).

Once the SA is approved, providers will receive a confirmation letter from Express Scripts Canada with the information below to confirm coverage:

- Item code
- Item name
- Eligibility
- Start date
- End date

Claims against the SA are submitted directly to Express Scripts Canada for the approved duration without requiring a PA. When a SA number has been assigned, a PA number **should not** be included in the claim to ensure correct adjudication.

A PA will be required when the requested price and/or quantity exceeds the NIHB frequency guidelines.

Lubricating Jelly – Change of Listing

As of May 28, 2018, a PA will no longer be required for lubricating jelly. A new benefit code was also created for lubricating jelly single use packet.

Name of Product	Item Number	Frequency Guidelines
Lubricating jelly/packet, single use	99400919	400 packets per 3 months
Lubricating jelly, 1 tube	99400435	12 tubes per 3 months

Both lubricating jellies can be claimed in conjunction with the following items:

Name of Product	Item Number
Indwelling catheters	99400420
Regular intermittent catheter	99400421
Specialized intermittent catheter	99401154
Irrigation catheter	99400423
Other enteral feeding supplies, nasogastric tube	99400286

For PAs received before May 28, 2018, providers should continue to use the item number(s) listed in the PA authorization. However, providers must use the new item number(s) for subsequent claims.

Certified Hand Therapist

Effective May 28, 2018, registered occupational therapists and physiotherapists who are certified by the Hand Therapy Certification Commission, Inc. (HTCC) will be recognized as providers of class II (custom-fitted) and class III (custom-made) orthoses for the upper extremity (i.e., fingers, hand, wrist, elbow and shoulder). To be eligible for coverage, the orthoses provided by the certified hand therapist (CHT) must be prescribed by a NIHB recognized prescriber and the service must not already be covered by public or private plan.

To register and submit claims to the NIHB Program, CHT can register through Express Scripts Canada by completing and submitting enrolment documentation.

Coverage for Unregistered Infants

In order to allow parents additional time to register their children, unregistered-infants with an NIHB-eligible parent (registered First Nations person or a recognized Inuk) are now eligible for coverage under the NIHB Program until they reach the age of 18 months. Previously such coverage was provided to unregistered-infants up to one year of age.

The process for submitting a claim for a child under the age of one has not changed. It is described in section 4.4 of the [Medical Supplies and Equipment Claims Submission Kit](#).

To submit a claim for an unregistered child over the age of one, the provider should contact the First Nations and Inuit Health Regional Office for assistance. A temporary NIHB client number will be issued which can be used to process claims until the child reaches 18 months of age. New numbers requested before noon on Wednesday Eastern Time will be issued the same week; numbers become active for billing purposes at 5 PM Eastern Time each Thursday.

Errata Notice

In the Spring NIHB Newsletter under the New Codes for Prosthetic Supplies and Repairs, the benefit code for suspension sleeve, right should be 99401208.

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

NIHB PROGRAM MS&E BENEFITS

First Nations and Inuit Health Branch 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.