



NIHB NEWSLETTER

NEWS AND INFORMATION FOR NIHB PROVIDERS

NIHB CLAIMS SERVICES PROVIDER WEBSITE
<http://provider.esicanada.ca/>

Medical Supplies & Equipment



Spring 2010

IMPORTANT MESSAGE

Registration Required by March 31, 2010

Medical Supplies & Equipment (MS&E) providers who have not registered with ESI Canada need to do so to avoid disruption of service.

(Refer to "Transition Items" section
Or click [More](#))

CLAIMS PROCESSING SERVICES CONTACT INFORMATION

Telephone inquiries and comments

1-888-511-4666

Extended Hours

Monday to Friday
6:30 a.m. to 8:30 p.m. Eastern Time,
Excluding Statutory Holidays

Mail MS&E claims to:

NIHB Claims Department
3080 Yonge Street, Suite 3002
Toronto, ON
M4N 3N1

Fax completed MS&E Agreements to:

New NIHB Providers
Fax No.: 905-712-0669

Re-registering NIHB Providers
Fax No.: 905-737-3161

Mail all other correspondence to:

ESI Canada
5770 Hurontario Street, 10th Floor
Mississauga, ON
L5R 3G5

Welcome...

to the first edition of

ESI Canada's

NIHB Medical Supplies & Equipment Newsletter!

ESI Canada is proud to support MS&E professionals across the country as they provide services to eligible First Nations and Inuit through Health Canada's Non-Insured Health Benefits (NIHB) Program.

Effective December 1, 2009, ESI Canada became Health Canada's claims processor for the NIHB Program.

It is ESI Canada's goal to support all MS&E providers, keeping you informed of news and information regarding the NIHB Program through a regular NIHB Newsletter publication.

On December 6, 2009, ESI Canada began processing NIHB claims via a new claims adjudication system for the NIHB Program.

As with any new system implementation, some technical issues have occurred and we have been correcting them as they were identified. We apologize for any inconvenience this transitional process has caused and want to assure you that we are working diligently with Health Canada to correct issues as they are identified. We are committed to notifying providers immediately of any high priority issues. Note that we are also posting Alerts on the ESI Canada NIHB Claims Services Provider Website as adjustments are undertaken. Your cooperation as we implement this new system is appreciated.

We look forward to nurturing a mutually beneficial relationship that will enable us to ensure NIHB clients benefit from service excellence.

NEW INFORMATION

Valid Prescriptions Required for Prior Approvals

As of April 2010, prescriptions (Rx) submitted to NIHB Regional Offices for Prior Approval (PA) or retained on file must contain the following information:

- Rx must be dated (a fax date is not acceptable as the prescription date).
- Rx must contain the prescribers' hand-written signature (a stamped or electronic prescriber signature is not acceptable).
- Rx must contain the full client given name and surname.

Note Pharmacists and providers must add the client's date of birth and address to the prescription to confirm the client's identity.

- The Physician or Nurse Practitioner may request that another health care professional assess the client regarding mobility, hearing, wound care, ostomy, etc.
- In such cases, the Rx must contain the physician's or nurse practitioner's reason for the requested assessment.

Some examples of prescriptions that would meet this requirement are as follows:

- Referring a client to an Occupational Therapist (OT) for wheel chair assessment and recommendations.
- Referring a client to an OT for hand assessment for splinting and recommendations.
- Referring a client to an Audiologist for hearing assessment and recommendations.

An example of a prescription that would NOT meet this requirement:

- Referring a client to an OT for assessment and recommendations – prescription is not specific enough, nor does it address the client's particular medical needs.

Faxed prescriptions must contain the fax header information. This header must include: the date sent, and the senders' information.

Under the NIHB Program, repairs to MS&E items do not require a prescription. This applies to both repair labour and the necessary replacement parts associated with a repair, such as batteries. Please populate the Prescriber ID field with "999Repair".

NIHB Medical Supplies & Equipment Claims Submission Kit and Attachments

The following sections of the Medical Supplies & Equipment Claims Submission Kit have been revised:

Section 1 Introduction

- 1.1 General Terms

Section 2 Legal Definitions and Glossary Terms

- 2.1 Glossary Terms

Section 6 Terms and Conditions

- 6.2 NIHB Benefit Coverage and Limitations

Section 7 Provider Audit

- 7.2 Audit Objectives
 - 7.2.2.1 Next Day Claims Verification Program
 - 7.2.2.2 Client Confirmation Program
 - 7.2.2.3 Provider Profiling Program
 - 7.2.2.5 On-Site Audit Program

Section 8 Contact Information

Section 11 NIHB Medical Supplies & Equipment Claims Submission Kit: Attachments

- 11.2 Mandatory Information in Transmission and Submission Options
- 11.3 Benefits and Criteria – Medical Supplies and Equipment

Updated versions of the Medical Supplies & Equipment Claims Submission Kit and Attachments may be viewed or downloaded from the NIHB Claims Services Provider Website or requested by contacting the Provider Claims Processing Call Centre.

NIHB Provider Guide for Medical Supplies & Equipment Benefits

The Provider Guide for MS&E Benefits provides information on the Health Canada NIHB Program and policies relevant to MS&E. It explains the full range of the NIHB Program's MS&E benefits by describing the important elements of each associated policy. It also lists website addresses to give providers quick access to related forms and more detailed Program information.

The guide is intended to supplement the information contained in the Medical Supplies and Equipment Claims Submission Kit. The guide can be found on the NIHB Claims Services Provider Website under Policy and Program Information.

NIHB Claims Services Provider Website

The NIHB Claims Services Provider Website provides valuable information all in one place relating to the NIHB Program.

This user-friendly website allows MS&E providers to find the information they require quickly to download and print documents.

These include:

- Late-breaking news regarding changes to the Health Information and Claims Processing Services (HICPS) system via the Bulletins and Alerts Sections, such as planned maintenance periods; and the Announcements Section for important messages to providers.
- NIHB Newsletters, Policy and Program Information, NIHB Forms, Medical Supplies & Equipment Benefits and Criteria, and the NIHB Claims Submission Kit and Attachments.

Accessible Formats

Downloadable information is available throughout the NIHB Claims Services Provider Website and provided in a Portable Document Format (PDF) as the primary format.

To view and download this information, you will need Adobe Acrobat Reader.

How to Access the ESI Canada Website

Upon registration as a MS&E provider in the NIHB Program, a Provider will receive a Welcome Letter that will contain a

unique User ID and Password to access the NIHB Claims Services Provider Website.

In order to gain access to the NIHB Claims Services Provider Website, visit <http://provider.esicanada.ca/> and click on the **Sign In** button to enter your unique User ID and Password.

Provider Claims Processing Call Centre

The primary function of the ESI Canada Provider Claims Processing Call Centre is to respond to Canada-wide telephone inquiries from registered NIHB MS&E providers, and from non-registered providers inquiring about the NIHB Program.

The bilingual call centre is open extended hours to assist providers with any questions they may have. Please refer to the front page of the NIHB MS&E Newsletter for further details of the extended hours, telephone and fax numbers.

NIHB Forms

All NIHB forms may be downloaded from the NIHB Claims Services Provider Website or obtained by contacting the Provider Claims Processing Call Centre. Please note that providers are still required to call their respective regional NIHB Prior Approval Centre to initiate a Prior Approval (PA).

It is important to note that Informco no longer processes requests for NIHB forms.

Providers may still use any on-hand supply of First Canadian Health (FCH) NIHB forms.

Revised NIHB MS&E Forms

The following NIHB MS&E Forms have been revised:

- NIHB Hearing Aid and Hearing Aid Repair Confirmation Form
- NIHB Hearing Aid and Hearing Aid Repair Prior Approval Form
- NIHB General Medical Supplies and Equipment Prior Approval Form
- NIHB Orthotics-Custom Footwear-Prosthetics-Pressure Garments Prior Approval Form
- NIHB Oxygen and Respiratory Medical Supplies and Equipment Prior Approval Form

Payment and Reimbursement

Effective December 1, 2009, cheques submitted for amounts owed to the NIHB Program for claims administered by ESI Canada are to be made payable to the "Receiver General for Canada" and forwarded to ESI Canada.

REMINDERS

Coordination of Benefits

The NIHB Medical Supplies & Equipment Claim Form should match the information displayed on the Explanation of Benefits (EOB) statement.

When submitting Coordination of Benefits (COB) claim in reference to the EOB statement, ensure that the Date of Service (DOS), DIN/ Item Number, and fees are the same as what is submitted on the EOB Statement.

Validity of Cheques

Cheques issued by ESI Canada are valid for twelve months from the date of issue. For cheque or payment status, please contact the Provider Claims Processing Call Centre.

Billing and Payment Guidelines

In order to expedite payments, providers are encouraged to submit claims *at least every two weeks* using one of the following billing methods:

- Electronic Data Interchange (EDI) (for providers who have software compliant with CPhA standards)
- NIHB Medical Supplies and Equipment Claim Form
- Computer printout

Regardless of the billing method used, all required data elements must be supplied to ensure the efficient payment of claims.

Data elements must be submitted in the same order as displayed on the NIHB Medical Supplies and Equipment Claim Form.

TRANSITION ITEMS

Specialty Category

A specialty was assigned to you during registration with ESI Canada. If you have experienced difficulties when submitting claims, please contact the Provider Claims Processing Call Centre.

Registration Required by March 31, 2010

Due to the change in the NIHB Claims Processing Services contractor, providers who have not registered with ESI Canada are reminded to register **by March 31, 2010** in order to avoid disruption of service for claims processing and payment services. Any provider claims submitted without first registering with ESI Canada will be rejected.

If you have not already registered, please complete and submit the ESI Canada Medical Supplies & Equipment Provider Agreement as soon as possible. The ESI Canada Medical Supplies & Equipment Provider Agreement may be downloaded from the NIHB Claims Services Provider Website or requested from the Provider Claims Processing Call Centre.

When completed, fax the Medical Supplies & Equipment Provider Agreement to ESI Canada at 905-737-3161. Once your registration has been processed, ESI Canada will forward a Welcome Letter to you as confirmation of your participation in the NIHB Program.

After March 31, 2010, any claims submitted to Health Canada through ESI Canada's electronic claims processing system or manually by non-registered MS&E providers will be rejected.

Cheques Issued by First Canadian Health

All cheques issued by First Canadian Health (FCH) are valid for *six months from the date of issue*. If you have a cheque that is no longer valid, please contact the Provider Claims Processing Call Centre.