



ESI CANADA®

PROVIDER CLAIMS PROCESSING CALL CENTRE  
1-888-511-4666

# NIHB NEWSLETTER

NEWS AND INFORMATION FOR NIHB PROVIDERS

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

## Medical Supplies & Equipment Providers



Summer 2010

### NIHB FORMS

**Download** from the NIHB Claims Services Provider Website

<http://provider.esicanada.ca/>

or contact the  
Provider Claims Processing Call Centre

### 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-enrolling NIHB Providers  
Fax No.: 905-737-3161

#### Mail all other correspondence to:

ESI Canada  
5770 Hurontario Street, 10<sup>th</sup> Floor  
Mississauga, ON  
L5R 3G5

### NIHB Claims Services Provider Website

Access the NIHB Claims Services Provider Website for valuable information relating to the NIHB Program. This user-friendly website allows you to locate the information you require quickly, as well as download and print documents, such as:

- Alerts
- Announcements
- Bulletins
- Newsletters
- Policy and Program Information (Provider Guide for Medical Supplies & Equipment Benefits)
- Forms
- Benefits and Criteria
- Claims Submission Kits

**TIP** Use the “**Search**” function when searching for information within the NIHB Claims Services Provider Website. This function is symbolized with a magnifying glass located at the top right-hand corner of the screen.

This Site: NIHB Claims Services ms&e claim form



In the white space to the left of the magnifying glass, type your key words (i.e., MS&E claim form), and then click on the magnifying glass. All references for “MS&E claim form” are displayed providing a hyperlink for each reference.

### NIHB Medical Supplies and Equipment Claim Form

Please note that revisions have been made to the NIHB Medical Supplies and Equipment Claim Form as follows:

- Change of phone number (last four digits):  
**First Nations and Inuit Health (FNIH)  
Health Canada, Maritime Centre**  
902-426-**2656**
- Change of address (suite number):  
**First Nations and Inuit Health  
Health Canada, Québec Region**  
Health Canada  
Complex Guy-Favreau  
200 West René Lévesque Boulevard  
East Tower, Suite **404**  
Montréal, QC H2Z 1X4  
1-877-483-1575 (In Montréal) 514-283-1575

## NEW INFORMATION

### Benefits and Criteria List

As of March 1, 2010, the maximum quantities and replacement/ frequency periods for the following medical supplies and equipment (MS&E) have been modified in order to facilitate provider billing to cover a three-month period.

A complete MS&E list is available on the NIHB Claims Services Provider Website (MS&E link “**Benefits and Criteria**”) under section D4.2. General Benefits and Criteria.

Changes have been made within the following subsections:

#### a) D4.2.21 Catheter Supplies and Equipment

| New Item No. | Item Name                           | Maximum         |
|--------------|-------------------------------------|-----------------|
| 99400418     | Catheters, external, disposable     | 90 per 3 months |
| 99400420     | Catheters, indwelling               | 4 per 3 months  |
| 99400421     | Catheters, intermittent, disposable | 36 per 3 months |
| 99400435     | Lubricating jelly, tube             | 12 per 3 months |
| 99400885     | Lubricating jelly/ box single use   | 4 per 3 months  |

#### b) D4.2.22 Incontinence Supplies

| New Item No. | Item Name                       | Maximum          |
|--------------|---------------------------------|------------------|
| 99400436     | Diapers/ pull-ups, adult        | 450 per 3 months |
| 99400438     | Liners, disposable              | 450 per 3 months |
| 99400442     | Underpads, disposable           | 150 per 3 months |
| 99400750     | Diaper tabs, adult              | 450 per 3 months |
| 99400752     | Diapers tabs, child > 2 years   | 450 per 3 months |
| 99400753     | Diaper pull-up, child > 2 years | 450 per 3 months |
| 99400755     | Pant, incontinence brief mesh   | 9 per 3 months   |

### Change in Provider Information

In order to keep our provider records up-to-date, it is important to inform ESI Canada when changes occur to avoid unpaid claims, and non-delivery of communications (i.e., provider statements, newsletters, etc.). Types of changes are name and ownership of your business or any MS&E information (i.e., address, phone, fax, and e-mail address).

These changes need to be identified and completed on the ESI Canada Modification to Medical Supplies and Equipment (MS&E)/ Pharmacy Information Form and faxed or mailed to ESI Canada as indicated on the form. The form is available for download on the NIHB Claims Service Provider Website or you may contact the Provider Claims Processing Call Centre to request a copy.

For ESI Canada contact information, please refer to the **Claims Processing Services Contact Information** located on the front page of this Newsletter.

### Registering Additional Business Locations

Please be sure to register all new or additional locations with ESI Canada in order to avoid disruption of service for claim processing and payment services. Any provider claims submitted without first registering the new location with ESI Canada will be returned.

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

When completed, please fax the ESI Canada Medical Supplies and Equipment Provider Agreement to ESI Canada at 905-712-0669. Once your Agreement has been processed, ESI Canada will forward you a Welcome Letter as confirmation of your participation in the NIHB Program.

### Electronic Funds Transfer

MS&E offices are encouraged to use the Electronic Funds Transfer (EFT) payment method. Claim payment funds are transferred electronically from ESI Canada’s bank account and directly deposited in the provider’s designated bank account. This arrangement is set up beforehand and authorized by the provider.

### Confidentiality

EFT eliminates most hands-on contact, which increases the confidentiality of the payment.

### Benefits

The following chart displays the benefits of EFT compared to cheque payments:

| EFT   | Cheque Payments   |
|---|---|
| Electronic delivery of payment(s), fast and efficient   | Canada Post mail delivery   |
| Funds are deposited to the bank account immediately on the day the payment is sent, no need to visit the bank | 3-10 business day delivery depending on the region (local and within a province) before the cheque is deposited at the bank |
| Computerized, no worry of delay or lost/ misplaced/ stolen payments   | Mail delivery delay or lost/ misplaced/ stolen cheques  |
| Account interest is earned upon immediate deposit   | Account interest is not earned until the cheque is deposited (3-10 business days)   |
| Easy replacement of electronic payment  | Stop payment has to be issued and another cheque prepared for mailing   |

### Units of Measure for Claim Quantities

In general, claim quantities are the number of units dispensed wherever possible (i.e., number of tablets, capsules, milliliters, grams, etc.).

For products that are dispensed in packages (i.e., oral contraceptives, inhalers), submit claim quantities according to your provincial public plan convention. For example, pharmacies in Saskatchewan and Ontario submit inhalers as a package of one (1).

## REMINDERS

### Requisitions from Allied Health Professionals

The NIHB Program only accepts requisitions from an allied health professional for MS&E items when accompanied by a referral prescription or order from a physician or nurse practitioner. For item-specific prescriber requirements, please consult the Provider Guide for Medical Supplies & Equipment (MS&E) Benefits on the NIHB Claims Services Provider Website (select MS&E link “**Policy and Program Information**”).

### MS&E Repairs and Parts

Repairs to MS&E items do not require a prescription from a physician. This applies to both repair labour and the necessary replacement parts associated with a repair such as batteries.

The Prescriber ID field on the NIHB Medical Supplies & Equipment Claim Form is a mandatory field; therefore, claims submitted for repair and labour must be submitted with “999repair” entered in the Prescriber ID field.

### Payment and Reimbursement

All 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 mailed to ESI Canada. Should you require additional information, please contact the Provider Claims Processing Call Centre.

For ESI Canada contact information, refer to “**Claims Processing Services Contact Information**” located on the front page of this Newsletter.

### Next Day Claims Verification Program

The Next Day Claims Verification (NDCV) Program is an ongoing process consisting of a review of a sample of claims the day following adjudication. On occasion you may receive a MS&E Faxback Confirmation Form C requesting you to record the item name, quantity and price of the items delivered on the Date of Service noted on the form.

Supporting documentation (i.e., prescription, invoice, etc.) must be submitted with the form, as specified. Should you receive the MS&E Faxback Confirmation Form C, please complete and return within two weeks from the date of receipt. If the form is not returned within two weeks, the claim will be reversed.

The audit team will review the information on the returned form, as well as the supporting documentation to determine if it is consistent with the claim. Any inconsistencies or insufficient information will result in recovery of the funds. Please note, prior approved claims are subject to the NDCV Program.

## Provider Guide for Medical Supplies and Equipment Benefits

The Provider Guide for Medical Supplies & Equipment Benefits provides information on the Health Canada NIHB Program and policies relevant to MS&E providers. It explains the extent and limitations of the NIHB Program’s MS&E benefits by describing the important elements of each associated policy. This Provider Guide is a supplement to the information contained in the Medical Supplies & Equipment Claims Submission Kit.

Both documents are available on the NIHB Claims Services Provider Website and accessed once you sign in:

- Provider Guide for Medical Supplies & Equipment, click on MS&E link “**Policy and Program Information**”
- Medical Supplies & Equipment Claims Submission Kit, click on MS&E link “**Claim Submission Kit**”

## Calling into the Provider Claims Processing Call Centre

When calling into the Provider Claims Processing Call Centre regarding a MS&E claim or to receive technical assistance on the NIHB Claims Services Provider Website, please note the following **quick** prompts:

| Language Preference              |           |                                 |
|----------------------------------|-----------|---------------------------------|
| Press <b>1</b><br><i>English</i> | <b>OR</b> | Press <b>2</b><br><i>French</i> |

| Menu                                     |           |   |
|--|-----------|---|
| Press <b>3</b><br><i>MS&amp;E Claims</i> | <b>OR</b> | Press <b>4</b><br><i>Technical Assistance<br/>on the Provider Website</i> |

If you are a provider and you wish to register with the NIHB Program or check the status of your registration, please call 1-888- 677-0111, ext 7015.

### Extended Hours

The bilingual call centre is open extended hours Monday to Friday 6:30 a.m. to 8:30 p.m. ET, excluding Statutory Holidays to respond to Canada-wide telephone inquiries from registered MS&E providers regarding the NIHB Program.

Some examples of the type of calls handled through the Provider Claims Processing Call Centre are:

- Verification of:
  - Prior Approval requirements
  - Client’s benefit eligibility
  - Provider registration status
  - Eligible NIHB benefits and frequency limits for benefit items
- Interpretation of:
  - Information documented in the NIHB Claims Submission Kit and Attachments, Provider Guide, Newsletters, and NIHB Bulletins
  - Information contained in the Confirmation Letters for Prior Approval

- E-mail and fax requests for HICPS communication materials

### **Billing and Payment Guidelines**

In order to expedite payments, claims should be sent *at least every two weeks* using one of the following billing methods:

- NIHB Medical Supplies and Equipment Claim Form
- Computer printout

**Note** Reversals and corrections to previously paid claims may be submitted on your NIHB Medical Supplies and Equipment Claim Statement.

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.