



ESI CANADA®

# NIHB NEWSLETTER

NEWS AND INFORMATION FOR NIHB PROVIDERS

NIHB CLAIMS SERVICES PROVIDER WEBSITE

Non-Insured Health Benefits (NIHB)

[www.provider.esicanada.ca](http://www.provider.esicanada.ca)

## Medical Supplies & Equipment (MS&E) Providers



Spring 2011

### NIHB Forms

**Download** forms from the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre

[www.provider.esicanada.ca](http://www.provider.esicanada.ca)

### Health Canada Regional Offices

**Visit** Health Canada's website to view a complete provincial list of the Regional Offices

[www.hc-sc.gc.ca/contact/fniah-spnia/fnih-spni/nihbr-ssnar-eng.php](http://www.hc-sc.gc.ca/contact/fniah-spnia/fnih-spni/nihbr-ssnar-eng.php)

### Provider Claims Processing Call Centre

#### Inquiries and Password Resets

1-888-511-4666

#### Extended Hours

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

### MS&E Claims

#### Mail MS&E claims to:

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

### MS&E Provider Agreement

#### Fax Completed

#### MS&E Provider Agreement to:

Fax No.: 905-712-0669

### Other Correspondence

#### Mail to:

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

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## NEW INFORMATION

### Policy Change - Prescriber Criteria for Prosthetics and Orthotics

To facilitate access to prosthetic and orthotic benefits, the NIHB Program has made the following changes to its MS&E policy:

1. The NIHB Program will allow general practitioners in addition to specialists to prescribe prosthetic and orthotic MS&E items.
2. For replacement requests of prosthetic and orthotic items initially obtained through the NIHB Program:
  - A prescription will not be required if the item requested addresses a permanent condition\*. The provider must indicate the prescriber number on file for the client.
  - A medical prescription will be required if the item addresses a temporary condition\*\*.
3. For early replacement requests of prosthetic and orthotic items, a medical prescription will continue to be required.

\*Providers will be required to keep a copy of the prescription on file that indicates that the client has a permanent condition.

\*\*For the purposes of this policy, a temporary condition will be defined as a condition that lasts less than twelve (12) months.

In order to implement this policy change, NIHB will be updating the Prosthetic and Orthotic Prior Approval Form to allow providers to enter the required information. The Provider Guide for MS&E Benefits will also be updated to reflect this change.

**This policy will come in to effect April 1, 2011.**

For more information on the NIHB Program's MS&E policy, please contact your respective Health Canada Regional Office.

### NIHB Program - Client Identification

Providers are reminded that it is their responsibility to verify that a client is eligible for benefit coverage under the NIHB Program, and to identify the existence of other benefit coverage, if applicable.

An eligible client must be identified as a resident of Canada and have status under one of the following:

- Eligible First Nations, a registered Indian according to the Indian Act
- An Inuk recognized by one of the Inuit Land Claim Organizations
- An infant less than one year of age, whose parent is an eligible client.

Recognized Inuit clients who are registered under the NIHB Program with one of the following identifiers:

- Government of the Northwest Territories (GNWT) Health Plan Number
- Government of Nunavut (NU) Health Plan Number
- FNIHB Client Identification Number (N-Number).

### Required Client Identification Numbers for Eligible First Nations Clients

One of the following identifiers is required for recognized eligible First Nations Clients:

- INAC Registration Number
- Band Number and Family Number
- FNIHB Client Identification Number.

For more detailed information with respect to required identifiers for recognized Inuit and First Nations clients, please refer to the NIHB MS&E Claims Submission Kit, Section: **Client Identification and Eligibility.**

Indian and Northern Affairs Canada (INAC) began to issue the Secure Certificate of Indian Status (SCIS), more commonly referred to as a Status card. This new SCIS card features several security improvements that significantly reduce the risk of unauthorized alterations or duplication. This helps to ensure the ongoing integrity of the programs and services by protecting client from incidences of fraud and identity theft.

Clients may begin presenting these new cards as a form of identification. For more information, consult the website [www.ainc-inac.gc.ca/br/is/scs/index-eng.asp](http://www.ainc-inac.gc.ca/br/is/scs/index-eng.asp)

Clients may also be presenting a temporary confirmation of registration document that can be used while clients are waiting for their new SCIS card to be issued.

## REMINDERS

### Responsibilities of the Provider Claims Processing Call Centre

The bilingual call centre is open extended hours to respond to Canada-wide telephone inquiries from registered MS&E providers regarding the NIHB Program.

To expedite your inquiries when contacting the call centre, please have your ESI Canada Provider Number (not License Number) ready to provide to the customer service representative.

Examples of the type of calls handled through the Provider Claims Processing Call Centre include:

- Verification of:
  - Prior Approval requirements
  - Client benefit eligibility
  - Provider registration status
  - Claims status and benefit related questions.
- Explanation of:
  - Information documented in the NIHB Claims Submission Kit, Provider Guide for MS&E Benefits, NIHB Newsletters, and NIHB Bulletins
  - Information contained in the Confirmation Letters for Prior Approval.
- Requests for claims adjudication system communication materials that are to be sent by e-mail, fax, or mail.

From time to time, *clients* may contact the call centre with inquiries. Please advise the clients to contact their respective Health Canada Regional Office.

## Submitting MS&E Manual Claims

In order to expedite payments, providers are encouraged to submit manual MS&E claims **at least every two weeks** using one of the following forms:

- Computer generated form
- NIHB Medical Supplies and Equipment Claim Form.

**Note** Reversals and corrections (with the stated reason for reversal) to previously paid claims should be submitted on your NIHB Medical Supplies and Equipment Claim Statement.

Regardless of the form used, all required data elements must be provided to ensure the efficient payment of claims.

**The address on the claim form *must* match the address that is registered with the Provider Number.**

## How to Change Provider Information

**It is important to inform ESI Canada of any changes to your contact information as this is how we communicate with you.**

Keeping MS&E provider records up-to-date will avoid unpaid claims, and non-delivery of communications (e.g., Health Canada faxes, claim statements, newsletters, etc.).

A *verbal request* is accepted at the Provider Claims Processing Call Centre to change the following important provider information:

- Fax Number
- Phone Number
- E-mail address
- *Correction* to your current address
- Preferred communication method (fax, e-mail, mail).

All other changes to provider information must be completed on the *ESI Canada Pharmacy/ MS&E Modification to Provider Information Form*, signed by the director or owner of the business, and submitted by fax or mail as indicated on the form.

These types of changes are:

- New address (e.g., moved)
- Name and ownership of your business.

The *ESI Canada Pharmacy/ MS&E Modification to Provider Information Form* can be downloaded from the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre to request a copy.

## Registering Additional Locations

Each MS&E location is assigned its *own* **Provider Number** (one Provider Number per location).

It is important to register all additional locations with ESI Canada in order to avoid disruption of service for claims 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 a new location, please complete an *ESI Canada Pharmacy Provider Agreement/ ESI Canada Medical Supplies and Equipment Provider Agreement* and **fax to ESI Canada at 905-712-0669**. The Agreement can be downloaded from the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre to request a copy.

## Shipping Costs and the Use of Delivery Codes

**The provider must provide a copy of the way bill to qualify for a reimbursement from the NIHB Program.**

The delivery of MS&E must be billed separately and not included in the price of the supplies or equipment. The NIHB Program does not cover local delivery of medical items and supplies but may cover and reimburse the delivery charges when the provider ships the medical item(s) to the client utilizing a shipping company.

NIHB Program delivery benefit codes (all requiring a PA) are:

Delivery Charge Code	Description
99400819	Mobility Equipment
99400820	Incontinence Supplies (Ostomy)
99400262	Oxygen and Respiratory Supplies

If the item provided to the client does not fall under one of these categories, please contact your respective Health Canada Regional Office.

## Electronic Funds Transfer

**Electronic Funds Transfer (EFT)** deposits your claim payments directly into your designated bank account *on the day the payment is issued*; you will still continue to receive mailed statements for reconciliation.

Using EFT to receive your claim payments will avoid the delays in the mail delivery up to two weeks depending on the region (local and within a province) and the risk of misplaced or stolen cheques.

### Sign up is easy as 1, 2, 3...

1. Complete "Section C – Payment Information" on the *ESI Canada Modification to Pharmacy/ Medical Supplies and Equipment Provider Information Form*.
2. Have the form signed by the director or owner of the business, and attach a VOID cheque or official bank letter.
3. Fax or mail the form and VOID cheque or official bank letter as indicated on the form (photocopy of VOID cheque is acceptable if faxing).

The *ESI Canada Modification to Pharmacy/ Medical Supplies and Equipment Provider Information Form* can be downloaded from the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre to request a copy.

## Medical Supplies and Equipment Claims Submission Kit

The "Medical Supplies and Equipment Claims Submission Kit" and "Medical Supplies and Equipment Claims Submission Kit: Attachments" documents have been combined into one and entitled "NIHB Medical Supplies and Equipment Claim Submission Kit". In addition, various sections have been revised.

All Kits can be downloaded from the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre to request a copy.

## NEW Post Office Box Address for Mailing Medical Supplies and Equipment Claims

ESI Canada has streamlined the NIHB paper claims process and has implemented a NEW Post Office (P.O.) box address for mailing MS&E claims.

Please continue to use your existing supply of NIHB Medical Supplies and Equipment Claim Forms prior to replenishing.

### **New Address:**

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

The revised NIHB Medical Supplies and Equipment Claim Form is available for download on the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre to request a copy.

## Change of Address

As of January 31, 2011, the Northern Region address changed as follows:

### **FNIH Northern Region**

Northwest Territories and Nunavut Office  
First Nations and Inuit Health  
Health Canada  
Qualicum Building  
2936 Baseline Road, Tower A - 4th Floor  
Ottawa, ON K1A 0K9  
Toll Free Number: 1-888-332-9222

## Medical Supplies & Equipment Prior Approval Requests

Prior Approval (PA) requests for MS&E, as well as amendments to an approved PA (e.g., change of item number, cost, quantity, effective date or repeats on a PA already granted) are **obtained from the respective Health Canada Regional Office**.

A PA number starts with the letter E and is followed by seven (7) digits (e.g., E1234567). This number is entered electronically on the claims processing system, and the date of service (dispense date) may be defined on the PA Confirmation Letter. Providers are advised to retain the PA Confirmation Letter for billing purposes and/ or to validate any discrepancies. When submitting the claim, please be sure to include the date of service (dispense date) with the claim.

### **How the Provider Claims Processing Call Centre Can Assist**

The customer service representatives can assist the provider by providing the status of their PA request (approved, on hold or declined); or information on how to transfer the PA request to a new Provider Number when ownership of the MS&E location has changed. The reps do *not*, however, have the access to create or edit a PA. To create or edit a PA, contact Health Canada's Regional Office as mentioned above. Providers are required to call their respective Health Canada Regional Office to answer questions, as well as to initiate a PA.