



EXPRESS SCRIPTS®

NIHB NEWSLETTER

NEWS AND INFORMATION FOR NIHB PROVIDERS

NIHB CLAIMS SERVICES PROVIDER WEBSITE

Non-Insured Health Benefits (NIHB)

www.provider.esicanada.ca

Medical Supplies & Equipment (MS&E) Providers



Summer 2011

NIHB Forms

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

www.provider.esicanada.ca

NIHB MS&E PROGRAM

Each MS&E location must be enrolled in the NIHB Program with a unique Provider Number prior to services rendered

Health Canada Regional Offices

EXPRESS SCRIPTS CANADA

Provider Claims Processing Call Centre

Inquiries and Password Resets
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 MS&E claims to:
Express Scripts 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:
Express Scripts Canada
5770 Hurontario Street, 10th Floor,
Mississauga, ON L5R 3G5

PRIOR APPROVALS

Medical Supplies & Equipment Benefits

Alberta	1-800-232-7301
Atlantic	1-800-565-3294
British Columbia	1-888-321-5003
Manitoba	1-877-505-0835
Northwest Territories/Nunavut	1-888-332-9222
Ontario	1-888-283-8885
Quebec	1-877-483-1575
Saskatchewan	1-877-780-5458
Yukon	1-866-362-6717
	1-866-362-6718
	1-866-362-6719

INQUIRIES

Medical Supplies & Equipment

Alberta	1-780-495-2694
	1-800-232-7301
Atlantic	1-902-426-2656
British Columbia	1-604-666-3331
	1-800-317-7878
Manitoba	1-204-983-8886
	1-800-665-8507
Northwest Territories/Nunavut	1-888-332-9222
Ontario	1-800-640-0642
Quebec	1-877-483-1575
	1-514-283-1575
Saskatchewan	1-306-780-8294
	1-800-667-3515
Yukon	1-866-362-6717
	1-866-362-6718
	1-866-362-6719

NEW INFORMATION

ESI Canada Rebranding Announcement

We are pleased to confirm that ESI Canada is now conducting business as Express Scripts Canada. This change represents a shift to more closely align with our Express Scripts international corporate brand.

We will no longer use the “ESI Canada” brand name or logo in our communications. Instead, we will use the “Express Scripts Canada” brand name and the “Express Scripts” corporate logo.

Express Scripts Canada is a registered business name of ESI Canada, an Ontario partnership, and therefore this branding change will not affect contracts, as both names remain legally valid. Express Scripts Canada continues to be dedicated to meeting the unique needs of our clients. This branding change has been communicated to the healthcare provider community.

Forms are presently being revised with the new Express Scripts logo and will soon replace the present forms located on the NIHB Claims Services Provider Website. Please note all present forms located on the NIHB Claims Services Provider Website are valid for use.

MS&E Provider Specialty Certifications

A provider must first register with Express Scripts Canada before submitting MS&E claims. There is also a need for the provider to submit a copy of his certification for each specialty in order for Express Scripts Canada and Health Canada to accept and approve MS&E claims. Any specialties to be added to the business after a provider has registered with the NIHB Program will require a copy of the appropriate certification to be sent to Express Scripts Canada. If a copy of the specialty certification has not been sent to Express Scripts Canada prior to the provider’s first manual claim submission, the MS&E provider can attach a copy of his specialty certification with his first manual claim submission, along with a revised copy of the Express Scripts Canada MS&E Provider Agreement noting the added specialty.

Diabetic Walking Boots

Policy

The NIHB Program may provide coverage for off-loading diabetic walking boots on an exception basis only as part of the treatment of Diabetic Plantar Neuropathic/Ischaemic foot ulcers (underside of the foot). Off-loading diabetic walking boots can be prescribed by a general practitioner or a specialist in the field of physiatry, orthopedics, plastic surgery, neurology, rheumatology, pediatrics, geriatrics or general surgery.

Off-loading diabetic walking boots may be provided by a Canadian Certified Orthotist (CO)(C), a Canadian Certified Prosthetic Orthotist (CPO)(C), a Podiatrist (Chiropodist or DPodM) registered with provincial/territorial regulatory bodies, a Doctor of Podiatric Medicine (DPM) registered with provincial/territorial regulatory bodies, or a Canadian Certified Pedorthist (CPed)(C).

Note Walking boots or braces used for the treatment of acute orthopaedic or musculo-skeletal injuries, such as sprains or broken bones, are not benefits under the NIHB Program. Treatments for these conditions are provided by a hospital as a provincially insured service.

Stump Protectors

Policy

The NIHB Program has recently received a number of requests from MS&E providers for coverage of stump protectors. A stump protector is a rigid plastic device used to cover the stump following an amputation to protect the stump in case of falls or other impacts.

The NIHB Program has conducted a comprehensive review regarding the benefits of rigid stump protectors and conducted a review of provincial health care plans coverage to determine whether this item is part of the standard of care for amputations across Canada. There is no clear evidence to support the claim that stump protectors are medically necessary. As the NIHB Program only extends coverage for items that are medically necessary, the evidence does not support the addition of this item to the MS&E Benefits and Criteria List at this time.

Coordination of Benefits

Policy

An NIHB client must first access any public/private health care plan available to them before accessing the NIHB Program. In situations where the NIHB Program is coordinating benefits on eligible MS&E items as a secondary payer with another public/private health care plan, NIHB will respect the prescribing requirements of the other plan while NIHB medical criteria for coverage will continue to apply.

Please note, when the cost of a MS&E item is fully covered through a public/private health care plan and NIHB clients are eligible for coverage through this plan, the NIHB Program will not approve requests for coordination of benefits, nor requests for co-payment to upgrade the item provided.

REMINDERS

MS&E Claim Forms/Requests

Please be reminded of the different type of claim forms/requests for MS&E, and the location where they should be sent upon completion:

Forms/Requests	Location
MS&E Claim Forms	Express Scripts Canada
MS&E Prior Approval Requests	Health Canada, Regional Office
MS&E General Inquiries	Express Scripts Canada

Please refer to the *front page* of this NIHB MS&E Newsletter for contacts.

Loaner During Repairs

Policy

When MS&E items are damaged, and the warranty on the item is expired, the NIHB Program may cover the repair costs under certain circumstances. While repairs are being made on an

NIHB client's damaged MS&E item (e.g., wheelchair), the NIHB Program encourages MS&E providers to loan temporary replacement equipment to NIHB clients.

How to Claim for MS&E Items

MS&E items that have an annual quantity limitation must be provided and claimed for no more than a three-month period at a time. This applies to items with or without a Prior Approval Number.

Items must be claimed in individual units and not in packages or boxes (e.g., 99400259 – Batteries for Left Hearing Aid). However, some items are sold per box (e.g., gloves).

For more details, please refer to the NIHB Medical Supplies and Equipment Claims Submission Kit.

A maximum of fifteen (15) individual batteries can be claimed every three (3) months. Claims for MS&E items that are submitted with quantities in excess of the amount allowed during the three-month period are subject to reversal or recovery through the NIHB Audit Program.

Next Day Claims Verification Faxback Requests and Responses

Faxback requests through the Next Day Claims Verification (NDCV) Program are sent out to collect certain information regarding specific claims from providers. Upon receipt of the faxback request, please ensure the requests are read completely and provide all the required documentation (e.g., prescription, hard copy (also referred to as the "store copy"), invoice, etc) before faxing to the confidential fax number listed on the form or the claim may be subject to recovery.

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. Common errors found on claim forms are the unique Provider Number, Name and Address, Date of Service, and Prescriber Number for batteries and other repairs (999repairs) are often left blank – *please be sure to include this important data*. **The address on the claim form must match the address that is registered with the unique Provider Number.**

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 Express Scripts Canada unique 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:
 - Client's eligibility
 - Eligible NIHB benefits and frequency for benefit
 - Provider registration
 - Claims status and benefit related questions.
- Explanation of:
 - Information documented in the NIHB MS&E Claims Submission Kit, Provider Guide for MS&E Benefits, NIHB MS&E Newsletters, and NIHB Bulletins
 - Information contained in the Confirmation Letters for Prior Approval.
- Requests for the claims adjudication system communication materials 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.

How to Change Provider Information

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

Keeping Pharmacy and 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 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 include:

- New complete address (e.g., moved)
- Bank information
- Name and/or ownership of your business.

The Modification to Pharmacy/MS&E 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 Pharmacy and MS&E location is assigned its *own unique Provider Number* (one unique Provider Number per location).

All locations must be registered with Express Scripts Canada in order to avoid disruption of service for claims processing and payment services. If you have not already registered a new location, please complete and sign the Express Scripts Canada Medical Supplies and Equipment Provider Agreement, and **fax to Express Scripts Canada at 905-712-0669**. An 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 waybill to qualify for 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 supplies and equipment 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:

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

If the item provided to the client does not fall under one of these categories, providers are asked to contact their 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 the Payment Information section on the 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 an official bank letter.
3. Fax or mail the form and VOID cheque or an official bank letter as indicated on the form (photocopy of VOID cheque is acceptable if faxing).

The 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.

NIHB Medical Supplies and Equipment Claims Submission Kit

The NIHB Medical Supplies and Equipment Claims Submission Kit and NIHB 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.

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

Please note, providers will be informed of the availability of the updated Kit via statement message and an announcement on the NIHB Claims Services Provider Website.

Medical Supplies & Equipment Prior Approval (PA) Requests

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 all the required data elements. Please consult the NIHB Medical Supplies and Equipment Claims Submission Kit for additional information.

How the Provider Claims Processing Call Centre Can Assist

The customer service representatives can assist the provider in obtaining the status of their PA request (approved, on hold or declined); or information on how to transfer the PA request to a new unique 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 for MS&E items.