



EXPRESS SCRIPTS®

NIHB NEWSLETTER

NEWS AND INFORMATION FOR NIHB PROVIDERS

NIHB CLAIMS SERVICES PROVIDER WEBSITE

Non-Insured Health Benefits (NIHB)

www.provider.express-scripts.ca

Medical Supplies & Equipment (MS&E) Providers



Winter 2011

NIHB Forms

Download from the
NIHB Claims Services Provider Website or contact
the Provider Claims Processing Call Centre
www.provider.express-scripts.ca

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

NIHB MS&E PROGRAM

Health Canada Regional Offices

PRIOR APPROVALS

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
Québec	1-877-483-1575
Saskatchewan	1-877-780-5458
Yukon	1-866-362-6717/1-866-362-6718/1-866-362-6719

INQUIRIES

Alberta	1-780-495-2694/ 1-800-232-7301
Atlantic	1-902-426-2656/1-800-565-3294
British Columbia	1-604-666-3331/ 1-800-317-7878
Manitoba	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

Northern Region Address Change

Effective January 31, 2011, Northern Region relocated to:

Non- Insured Health Benefits
First Nations and Inuit Health
Health Canada, Qualicum Building
2936 Baseline Road, Tower A, 4th Floor
Ottawa, ON K1A 0K9
Toll-free: 1-888-332-9222

(Dental Predetermination, Ext. 1; Medical Supplies & Equipment, Ext. 2)

Fax (toll-free): 1-800-949-2718

Note No change to Northern Region Yukon Office

**Each additional MS&E location must be registered
in the NIHB Program with its own Provider Number
prior to services rendered**

NEW INFORMATION

NEW URL Address for the NIHB Claims Services Provider Website

Due to rebranding from “ESI Canada” to “Express Scripts Canada” as outlined in the Summer 2011 NIHB MS&E Newsletter, the URL address for the NIHB Claims Services Provider Website has been changed from www.provider.esicanada.ca to www.provider.express-scripts.ca

The old URL address will continue to automatically redirect to the new URL address.

New Clients to the NIHB Program

The NIHB Program is now providing coverage to two new groups of First Nations clients.

The first group of clients is now eligible through the *Gender Equity in Indian Registration Act*, which came into effect in early 2011.

The second group is a result of the creation of a new band (034) named the Qalipu Mi'kmaq First Nations band in Newfoundland, created in the fall of 2011.

To be eligible for benefits through the NIHB Program, First Nations clients must first be registered with the Department of Aboriginal Affairs and Northern Development Canada (AANDC), formerly INAC. AANDC is issuing a temporary letter of confirmation of registration for these new clients until such time as they receive their official AANDC Certificate of Indian Status (CIS). Please accept these AANDC temporary letters as proof of registration and follow the same claim submission processes as for any other clients of the NIHB Program.

For additional information on client eligibility, please contact your respective Health Canada Regional Office or consult the following websites:

www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/benefit-prestation/index-eng.php

www.aadnc-aandc.gc.ca/eng/1308148127861

Policy Change - Prescriber Criteria for Audiology Equipment and Supplies

Effective January 1, 2012, the NIHB Program for Medical Supplies and Equipment will accept prescriptions from audiologists for audiology equipment and supplies. Please note that a prescription from a physician, Nurse Practitioner (NP), or an audiologist will continue to be required for a referral to an audio prosthetist or other hearing aid provider.

For more information concerning this change in policy, please consult the Provider Guide for Medical Supplies and Equipment, which should be available on the Health Canada website shortly.

MS&E Change of Ownership or New Registration

When changing ownership of MS&E services retail, registering/ re-registering a new retail store, please advise Express Scripts Canada immediately, allowing Express Scripts Canada adequate time to change ownership. A new

Medical Supplies & Equipment Provider Agreement is required to be completed, including the effective date.

Fax **all** pages of the Medical Supplies & Equipment Provider Agreement with a cover sheet to fax number 905-712-0669, advising the reason for the new Agreement, such as:

- Change of Ownership
- New opening/ registration
- NIHB re-registration to Express Scripts Canada

A provider **must** first register with Express Scripts Canada before submitting claims. There is also a need for the provider to submit a copy of each certification for each specialty in order for Express Scripts Canada and Health Canada to accept and approve 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 provider can attach a copy of the specialty certification with their first manual claim submission, along with a revised copy of the Medical Supplies & Equipment Provider Agreement noting the added specialty.

REMINDERS

Important Message

Inuit clients that have a Northwest Territories or Nunavut health card can use their territorial health card number instead of using their 'N' number to access Health Canada's NIHB benefits anywhere in Canada.

Special Provision for First Nations and Inuit Infants under One Year of Age

Express Scripts Canada is receiving a high volume of infant claims that are being rejected due to incorrect information.

Special identification provisions for infants less than one year of age are in place to allow adequate time for NIHB Clients to register their newborn children with the applicable Aboriginal organization.

If an *infant of less than one year of age* has not been registered, Clients (parents) should be referred to the appropriate office or organization to ensure ongoing Client eligibility, as well as for parents to obtain a Client Identification Number:

Clients	Office/ Organization
First Nations	Their Band Office or the Registration Services Unit of AANDC at 1-819-953-0960.
Inuit Residing in the Northwest Territories and Nunavut	1. Their Land Claim Organization to be recognized, and; 2. Their respective territorial Department of Health and Social Services to obtain a health care number.
Inuit Residing Outside of the Northwest Territories and Nunavut	1. Their Land Claim Organization to be recognized, and; 2. Their nearest Health Canada Regional Office.

The **first MS&E Claim for infants must be manually submitted** to Express Scripts Canada using the NIHB Medical Supplies & Equipment Claim Form.

The required fields must be keyed correctly each time with the same information as the original claim:

Field	Mandatory Information Required
Client Identification Number	Child's parent's primary identifier (such as AANDC, Client or Band/ Family Number, FNIHB Client Identification Number, NWT or NU health plan number)
Surname	Last name (family name)
Given Name	First name
Date of Birth	Date the child was born

NIHB MS&E Forms are Available for Download

All NIHB Forms are available in PDF for download from the NIHB Claims Services Provider Website at www.provider.express-scripts.ca or contact the Provider Claims Processing Call Centre to request a copy. The chart below displays all the NIHB MS&E forms located on the NIHB Claims Services Provider Website and where they are to be sent to when fully completed:

NIHB Form	Send Completed Form to
NIHB Medical Supplies and Equipment Claim Form	Express Scripts Canada NIHB MS&E Claims P.O. Box 1365, Station K, Toronto, ON M4P 3J4
Prior Approval and Confirmation Letters	Respective Health Canada Regional Office
NIHB Hearing Aid and Hearing Aid Repair Confirmation Form	Respective Health Canada Regional Office
NIHB Hearing Aid and Hearing Aid Repair Prior Approval Form	Respective Health Canada Regional Office
NIHB General Medical Supplies and Equipment Prior Approval Form	Respective Health Canada Regional Office
NIHB Orthotics - Custom Footwear - Prosthetics - Pressure Garments Prior Approval Form	Respective Health Canada Regional Office
NIHB Oxygen and Respiratory Medical Supplies and Equipment Prior Approval Form	Respective Health Canada Regional Office
Modification to Pharmacy and MSE Provider Information Form	Express Scripts Canada Attention: Provider Relations 5770 Hurontario St., 10th Floor, Mississauga, ON L5R 3G5 Fax No.: 905-712-0669

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

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.*

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 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 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.

NIHB Medical Supplies and Equipment Claims Submission Kit

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