



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](http://www.provider.express-scripts.ca)

Medical Supplies & Equipment (MS&E) Providers



Summer 2012

## NIHB Forms

**Download** from the

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

[www.provider.express-scripts.ca](http://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

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

#### Fax Completed

#### MS&E Provider Agreement to:

**NEW** Toll Free Fax No.: 1-855-622-0669

### Other Correspondence

#### Mail to:

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

## NIHB PROGRAM

## MS&E BENEFITS

### Health Canada Regional Offices

#### PRIOR APPROVALS

#### Medical Supplies & Equipment Benefits

Alberta	1-800-232-7301
Atlantic	1-800-565-3294
British Columbia	1-888-299-9222
Manitoba	1-800-665-8507
Northwest Territories/Nunavut	1-888-332-9222
Ontario	1-800-881-3921
Québec	1-877-483-1575
Saskatchewan	1-800-667-3515
Yukon	1-866-362-6717
	1-866-362-6718
	1-866-362-6719

#### INQUIRIES

#### Medical Supplies & Equipment Benefits

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

## NEW INFORMATION

### Claims for Items not Picked Up by NIHB Clients

MS&E providers may request partial reimbursement from the NIHB Program for custom-made or special order items when the NIHB client does not pick up or is unable to use the MS&E item. This situation may occur if:

- The client does not pick up the item;
- The client can no longer physically use the item; or
- The client has passed away.

In cases where the client does not pick up the item, can no longer physically use the item and the item is custom-made, or has passed away, the provider will:

- Dismantle the MS&E item and invoice the NIHB Program for only the custom-made parts which cannot be reused, as well as for professional fees incurred for the creation of the item.

In cases where the client does not pick up the item, has passed away, or cannot physically use the item, and the item is a special order, the provider will:

- Be reimbursed for any re-stocking fees associated with sending the item back to the manufacturer; and,
- Submit the waybill to obtain reimbursement.

Please contact your respective Health Canada Regional Office to initiate this process. In cases where the client does not pick up the item, the provider should make a reasonable effort to contact the client. Each submission will be reviewed on a case-by-case basis.

### Claim Corrections and Adjustments

Please note adjustments to previously paid claims must be submitted to Express Scripts Canada as corrections noted on your NIHB MS&E Claim Statement.

### Waybill Submissions

MS&E providers **must** include a dollar amount on their attached waybill prior to submission to Express Scripts Canada. **Failure to include the dollar amount will result in the waybill being returned.**

### Client Identification Validation

In order to facilitate verification, providers are reminded to provide the following client identification information for each claim:

- Surname (under which the client is registered);
- Given names (under which the client is registered);
- Date of birth; and
- Client identification number (the Secure Certificate of Indian Status, commonly referred to as a Status Card for First Nation clients (10 digit number) or the GNWT Health Plan Number, Nunavut Health Plan Number or Health Canada Client Identification number beginning with the letter N followed by 8 digits for Inuit clients).

To ensure that client information is entered correctly and to protect from any mistaken identity, it is recommended that MS&E providers **ask clients to present, upon each visit**, their Secure Certificate of Indian Status card which is an identity document, issued to confirm that the cardholder is registered as a Status Indian under the *Indian Act*, or the GNWT Health Plan Number/Nunavut Health Plan Number/Health Canada Client Identification "N" number for Inuit clients.

### Valid Prescriber ID and Valid Prescriber ID Reference Code

A valid **Prescriber ID** (not a 99999 code) and a valid **Prescriber ID Reference Code** are required when submitting claims. The Prescriber ID is mandatory for all claims and must be the prescriber's license number or the provincial/territorial billing number. Claims that do not contain valid Prescriber ID information are subject to audit recovery. Please contact your respective Health Canada Regional Office for specific codes.

### Price File for Incontinence Supplies

The NIHB Program is implementing a price file for incontinence items on September 1st, 2012. MS&E providers must follow the pricing structure set out by the price file.

The price file is being established to ensure pricing consistency across the regions. The prices have been established based on a scan of manufacturers pricing, other public health care plans, consultations with industry representatives, and an analysis of program utilization and pricing data. Additional information, which will include the new codes and pricing structure, will follow in August 2012.

If you have any questions about this new process, please contact your respective Health Canada Regional Office.

### Provider Guide for Medical Supplies and Equipment

The Provider Guide for MS&E has been updated to include updates to the NIHB Program's MS&E policies. The new version of the Guide will be posted to the Health Canada website in August 2012.

## REMINDERS

### GO Paperless!

**ONE EASY STEP ...Place a verbal request to the Provider Claims Processing Call Centre at 1-888-511-4666.**

Health Canada and Express Scripts Canada receive a fair amount of error messages when faxing out important information to NIHB providers because of an incorrect fax number, fax machine turned off, phone number not a fax number, etc. The most current office information should be provided to Express Scripts Canada, otherwise providers may not receive new and important information from Health Canada's NIHB Program and Express Scripts Canada as intended.

**GO GREEN! ...go paperless! Make e-mail your first choice of communication delivery!**

Stay informed with same day e-mail delivery of Health Canada's NIHB Program.

...No more tying up the fax machine's day to day activity.

...e-Save your communications within your office network.

...Share the communications within the office at the click of your mouse.

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

- E-mail address
- Fax number
- Phone number
- *Correction* to your current address.

All other changes to provider information must be completed on the *Modification to Pharmacy/ Medical Supplies & Equipment Provider Information Form*, signed by the provider, and submitted by fax or mail as indicated on the form.

These types of changes include:

- New complete address (i.e., moved)
- Banking information (change or setup)
- Name and/ or ownership of your business.

The *Modification to Pharmacy/ Medical Supplies & 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.

## 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 the specialty certification with their first manual claim submission, along with a revised copy of the Express Scripts Canada MS&E Provider Agreement noting the added specialty.

## 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, to allow Express Scripts Canada adequate time to change ownership. A new *Express Scripts Canada MS&E Provider Agreement* must be completed, including the effective date.

Fax **all** pages of the *Express Scripts Canada MS&E Provider Agreement* with a cover sheet to fax number 1-855-622-0669, advising the reason for the new Agreement, such as:

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

Please be sure to refer to the above article **MS&E Provider Specialty Certifications**.

## Registering Additional MS&E 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/or payment.

If you have not already registered a new location, please complete and sign the *Express Scripts Canada MS&E Provider Agreement*, and **fax to Express Scripts Canada at 1-855-622-0669**. An Agreement can be downloaded from the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre to request a copy.

## Mandatory Information for Foot Orthotics Requests

To ensure NIHB clients receive timely service, and to minimize the administrative burden on MS&E providers, foot orthotics providers are reminded that NIHB requires the submission of the bio-mechanical assessment and custom footwear order form to assess requests for Prior Approval (PA). If this information is not provided, there may be delays in assessing requests.

\*These are not NIHB forms. The NIHB Program will accept provider's internal documentation.

## 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. Each claim form must include:

### Client Information

- Client surname, given name and address
- Client information (client identification number, band number, family number and client's full birth date)
- Payee address (if different from the client address).

### Claim Information

- Provider Number
- Provider Name
- Provider's address where work was completed (**must correspond with the current address in the NIHB Program's adjudication system**).
- Date of service (YYYY-MM-DD)

- DIN/Item Code
- Quantity/item cost, mark-up, third-party share, amount claimed, day's supply, and total
- Prescriber
- Prior Approval (PA) Number.

**Note** Providers **must** attach the applicable Explanation of Benefits (EOB) to reflect the third party payment as applicable.

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 these important data.***

### **System Generated Invoices**

A system generated invoice is acceptable for the NIHB Program, if all mandatory information is included as it would be on the NIHB Medical Supplies and Equipment Claim Form.

### **Medical Supplies & Equipment Prior Approval Requests**

Prior approvals (PA) for MS&E, as well as amendments to an approved PA (i.e., 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 (i.e., 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 and to answer questions or initiate a PA for MS&E items, providers are required to contact their respective Health Canada Regional Office as mentioned above.

### **NIHB Medical Supplies and Equipment Claims Submission Kit**

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