



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 2012

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

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 St., 10th 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
Quebec	1-877-483-1575
Saskatchewan	1-800-667-3515
Yukon	1-866-362-6717

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

NEW INFORMATION

Modified Claim Return Process

Express Scripts Canada is committed to protecting personal information. Privacy affects all aspects of our business from how we communicate with you to how we handle Personal Identifiable Information (PII) and Personal Health Information (PHI).

Effective November 1, 2012, Express Scripts Canada introduced changes to our manual claims processing service.

NIHB claim forms are no longer returned to providers. Private and Confidential claims information is protected while providing providers with the information required to re-submit their claim(s). Claim forms are no longer returned to the provider as a returned claim due to missing and/or incorrect information received. A Provider Return Letter will be mailed to the provider referencing the client name and date of service for the claim(s) received, and the details of why the claim(s) was not adjudicated and not processed.

Incontinence Price File and Approval Process

On September 1, 2012, the NIHB Program implemented a price file for Adult Diapers/Pull-Ups, Adult Diaper/Tabs and Liners Disposable items. The prices have been established based on a scan of manufacturers pricing, consultations with industry representatives, and an analysis of program utilization and pricing data. To implement this file, new benefit codes were created for adult diapers/pull-ups, and adult diaper/tabs. Providers must use the new codes and follow the pricing structure set out by the price file.

For clients with a prior approval (PA) for incontinence supplies (items below only) received before September 1, 2012, providers are advised to submit their claims using the code(s) referenced in the PA confirmation letter.

Below is the list of codes and pricing for selected incontinence items.

Item Name	Item Number	Price for Provinces	Price for Territories
Adult Diapers/Pull-Ups, Small or Medium	99401087	\$1.24	\$1.42
Adult Diapers/Pull-Ups, Large or Extra Large	99401088	\$1.33	\$1.52
Adult Diapers/Pull-Ups, XXX Large	99401089	\$1.51	\$1.73
Adult Diaper /Tabs, Small or Medium	99401090	\$0.99	\$1.13
Adult Diaper /Tabs, Large or Extra Large	99401091	\$1.21	\$1.39
Adult Diaper /Tabs, XXX Large	99401092	\$1.43	\$1.63
Incontinence Disposable Liners	99400438	\$0.55	\$0.63

This information is also available on the Health Canada Website at www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/provide-fournir/med-equip/criter/index-eng.php/provide-fournir/med-equip/criter/index-fra.php

After December 10, 2012, the NIHB changed the approval process for incontinence products in order to improve client service and reduce administrative burden for MS&E providers. The first time a client applies for approval for incontinence supplies, the *NIHB General Medical Supplies and Equipment Prior Approval Form* must indicate whether

the client has a permanent or temporary need for incontinence supplies. Clients with a permanent condition are required to submit a prescription every two (2) years. When a client has been approved for a two (2) year period, the provider will not need to contact their respective Health Canada Regional Office for approval for further dispenses during that two (2) year period. Providers can dispense the required items as per NIHB policy (450 per 3-month period) during the two (2) years and bill Express Scripts Canada as per directions noted on the confirmation letter.

Note Clients with a temporary condition will continue to require a yearly prescription. The frequency limit for incontinence products has not changed. Providers will need to seek PA for clients that exceed the frequency limit. These requests will be reviewed on a case-by-case basis.

Audiology Process Change – Implementation Update

The NIHB Program is working in collaboration with the Canadian Association of Speech-Language Pathologists and Audiologists (CASLPA) and the Canadian Academy of Audiologists (CAA) to streamline the prior approval (PA) process for hearing aids. Please note the change in the PA process will **not** begin on December 1, 2012 as scheduled. Providers will be advised of a new implementation date in the new year.

Submission Requirements - Oxygen & Respiratory Equipment and Supply Benefit Requests

Prior approval (PA) is required for all home oxygen and respiratory equipment and supplies benefits. To initiate the PA process, the provider must contact the appropriate Health Canada Regional Office. To prevent delays in processing, please review the Provider Guide for MS&E Benefits for a complete list of documentation required to support these requests.

REMINDERS

Claim Corrections and Adjustments

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

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 Nations 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 eight (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.

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.**

MS&E Provider Specialty Certifications

MS&E providers must first register with Express Scripts Canada before submitting MS&E claims. There is also a need for the MS&E provider to submit a copy of their 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 MS&E 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 MS&E 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 Medical Supplies and Equipment Provider Agreement* noting the added specialty.

MS&E Change of Ownership or New Registration

When changing ownership of MS&E retail services, registering/re-registering a new retail store, providers are to advise Express Scripts Canada immediately, to allow Express Scripts Canada adequate time to change the ownership. A new *Express Scripts Canada Medical Supplies and Equipment Provider Agreement* must be completed, including the effective date.

Providers are to fax **all** pages of the *Express Scripts Canada Medical Supplies and Equipment Provider Agreement* with a cover sheet to **1-855-622-0669**, advising the reason for the new Agreement, such as:

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

Providers are reminded to be sure to refer to the above article **MS&E Provider Specialty Certifications**.

Submitting MS&E Manual Claims

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

- Computer generated form; or
- *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 the 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 MS&E providers **must** attach the applicable Explanation of Benefits (EOB) to reflect the third party payment as applicable.

Common omissions 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**.

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.

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 Medical Supplies and Equipment Provider Agreement*, and **fax to Express Scripts Canada**. An Agreement can be downloaded from the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre to request a copy.

Current NIHB MS&E Forms

All current NIHB Forms can be downloaded from the NIHB Claims Services Provider Website or by contacting the Provider Claims Processing Call Centre to request a copy. The chart below lists all the NIHB MS&E forms and where they must be sent 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 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/Medical Supplies and Equipment Provider Information Form	Express Scripts Canada Attention: Provider Relations 5770 Hurontario St., 10 th Floor Mississauga, ON L5R 3G5 Fax No.: 1-855-622-0669

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

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.

Medical Supplies & Equipment Prior Approval Requests

Prior approvals (PA) 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. MS&E 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 representatives 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. To answer questions or initiate a PA for MS&E items, providers are required to call their respective Health Canada Regional Office.

Provider Guide for Medical Supplies and Equipment Benefits

The Provider Guide for MS&E Benefits was revised to include updates to the NIHB Program's MS&E policies. The new version of the Guide will be available on the Health Canada Website shortly.

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.