

NEW INFORMATION

Updating Personal Information in the Indian Registry System (IRS)

Currently, some clients may be denied access to benefits because their identity cannot be easily determined and authenticated by NIHB health care providers. When clients provide information to health care providers that does not match information contained in the (Indian Registry System) IRS, providers may have difficulty authenticating their identity and may refuse to provide service. In order to avoid these types of situations, it is important that the IRS contain up-to-date client information including any changes to names and aliases. Clients should contact their local Band office or Aboriginal Affairs and Northern Development Canada office in order to update personal information contained in the IRS.

Find Updates about the NIHB Program On-line

The latest news about the NIHB Program is now available on-line. NIHB's Program Updates are written for clients and are intended to inform them about their coverage, as well as updates to NIHB policy and benefit information. Providers who are also interested in reading and sharing this information can find it on Health Canada's website at: www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/benefit-prestation/newsletter-bulletin-eng.php

REMINDERS

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.

Importance of Most Current Provider Information

It is important that the most current provider information is provided to Express Scripts Canada otherwise providers may not receive new and important information from NIHB and Express Scripts Canada regarding NIHB coverage, claims submission procedures, etc.

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, and/or *correction* to your current address.

All other changes to provider information must be completed on the *Modification to Pharmacy/Medical Supplies and Equipment 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 (change or setup), and/or name and/or ownership of your business.

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.

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**.

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**

**NIHB Program and Express Scripts Canada
Contact Information can be found on the last page of
this NIHB Newsletter**

Express Scripts Canada's Provider Relations Department 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.

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 in the claims processing system, and the date of service (dispense date) is identified in the PA Confirmation Letter. MS&E providers are advised to retain the PA Confirmation Letter for billing purposes and/or to validate any discrepancies.

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.

Note Express Scripts Canada is receiving PA and post-approval requests from MS&E providers. Please be informed that Express Scripts Canada does **not** process these requests. **All PA and post-approval requests/inquiries must be sent to the respective Health Canada Regional Office.**

How ESC's Provider Claims Processing Call Centre Can Assist

ESC's 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.

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;
- *NIHB Medical Supplies and Equipment Claim Form*; or

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, or band number and family number and client's full birth date); and
- 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, day's supply, and total; and
- Prior Approval (PA) Number.

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 information.**

System Generated Invoices

A system generated invoice is acceptable for the NIHB Program, as long it includes the same mandatory information as the NIHB MS&E Claim Form.

Valid Prescriber ID and Valid Prescriber ID Reference Code

A valid **Prescriber ID** (not a 99999 code) and valid **Prescriber ID Reference Code** are required when submitting claims. The Prescriber ID is mandatory for all claims and must either 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. The Prescriber ID Reference Code is a two (2) character alphanumeric code which defines the prescriber's position as a physician, nurse practitioner, or any other licensed practitioner with authorization to prescribe within the scope of practice in his/her province or territory and who is also recognized by the NIHB Program. MS&E Providers may obtain these codes by contacting the Provider Claims Processing Call Centre.

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 as well as personal health information. To protect personal information, effective November 1, 2012, Express Scripts Canada introduced changes to our manual claims processing service. NIHB claim forms are no longer returned to the provider due to missing and/or incorrect information received. A Provider Return Letter will be faxed or 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. **A newly completed claim form should be returned to Express Scripts Canada with the updated or missing information.** Please fax or mail your completed claim form to:

Toll Free Fax No.: 1-866-249-6098

Mail: Express Scripts Canada, NIHB MS&E Claims, P.O. Box 1365, Station K, Toronto, ON M4P 3J4

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.

Ensure the professional fee, corrections and/or any other change request is clearly identified and the claim line in question is clearly identified.

Payment Errors

If there is a payment error, providers should:

- Send a copy of their NIHB MS&E Claim Statement indicating the payment error to Express Scripts Canada, including the date of service (DOS) in question with the client name and client identification number.

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.**

Electronic Funds Transfer

Electronic Funds Transfer (EFT) deposits your claim payments directly into your designated bank account on the **same 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 and reduce the risk of misplaced or stolen cheques.

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

1. Complete "Payment Information" section on the *Modification to Pharmacy/Medical Supplies & Equipment Provider Information Form*;
2. Sign the form and attach a VOID cheque or an official bank letter; and
3. Return the form and VOID cheque or an official bank letter as indicated on the form (photocopy of VOID cheque is acceptable if faxing) and fax to **Express Scripts Canada's Provider Relations Department at 1-855-622-0669.**

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.

GO Green, GO Paperless!

Make e-mail your first choice of communication delivery!

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

- ...No more tying up the fax machine's day-to-day activity.
- ...Save and share your communications within your office network at the click of your mouse.
- ...Reduce office space (e.g., filing cabinets) and costs associated with business supplies (e.g., paper, printer, fax machine, etc).

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

NIHB PROGRAM AND EXPRESS SCRIPTS CANADA CONTACT INFORMATION

Please have your Provider Number readily available when contacting the Provider Claims Processing Call Centre

EXPRESS SCRIPTS CANADA

Provider Claims Processing Call Centre

Please have your Provider Number readily available

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 Forms

Download from the

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

www.provider.express-scripts.ca

NIHB PROGRAM MS&E BENEFITS

Health Canada Regional Offices

PRIOR APPROVALS

MS&E 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	1-866-885-3933
Yukon	1-866-362-6717

INQUIRIES

MS&E 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
	1-866-885-3933
Yukon	1-866-362-6717