

Please have your Provider Number readily available when contacting the Provider Claims Processing Call Centre at 1-888-511-4666

NEW INFORMATION

Wheelchairs, Mobility & Transfer Equipment

MS&E providers that are ordering wheelchairs and other specialized medical equipment may submit a copy of the order form that they are filling out when ordering mobility and transfer equipment for NIHB clients, instead of adding this information in the last column (Manufacturer Name, Item Code # and Type) of the *NIHB General MS&E Prior Approval Form*, Section 5: Equipment or Supplies Requested. The order form will complement the information provided in Section 4: Client Health Information of the *NIHB General MS&E Prior Approval Form*. The order form provides the specific details on the features and components of the mobility and transfer equipment to be provided.

Custom-made Shoes

The NIHB Program made the following changes to its MS&E policy, concerning prescribers of custom-made shoes.

As of March 1, 2013, the NIHB Program added physicians and podiatrists (D.P.M – Doctor of Podiatric Medicine only) to the current list of NIHB-recognized prescribers of custom-made shoes and modifications to stock footwear.

A prescription from a general practitioner, nurse practitioner or podiatrist will be accepted for a referral to a recognized NIHB footwear provider for custom-made shoes and modifications to stock footwear.

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.

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

REMINDERS

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 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.: 1-855-486-8599

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

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 Contact Information can be found on the last page of this NIHB Newsletter

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.

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.

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.

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;
- *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, band number, 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, amount claimed, day's supply, and total;
- Prescriber ID and Prescriber ID Reference Number; 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, 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.

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 visiting the Health Canada Website at www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/_medequip/2009-news-fall-bull-auto/index-eng.php#c5 or by contacting the Provider Claims Processing Call Centre.

Provider Guide for MS&E 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.

NIHB PROGRAM CONTACT INFORMATION

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 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