

### NEW INFORMATION

#### Audiology

The NIHB Program has worked 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. As of June 1, 2013, hearing aid providers were no longer required to complete the Hearing Aid Confirmation Form. Hearing aid providers must now only fax the manufacturers invoice with a copy of the PA Form (referencing their PA number) to the respective Health Canada Regional Office in order to finalize the approval process.

**Note** In the Quebec region, the first hearing aid is paid by the Régie de l'assurance maladie du Québec (RAMQ). NIHB will authorize and pay for the second hearing aid (if eligible).

More information can be found in the Provider Guide for MS&E at the following link: [www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/medequip/2009-prov-fourm-guide/index-eng.php](http://www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/medequip/2009-prov-fourm-guide/index-eng.php)

#### 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 disposable liners. 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 were advised to submit their claims using the code(s) referenced in the prior approval confirmation letter.**

Below is the list of codes and pricing (mark-up is included) 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 Health Canada's Website at [www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/provide-fourmir/med-equip/criter/index-eng.php/provide-fourmir/med-equip/criter/index-fra.php](http://www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/provide-fourmir/med-equip/criter/index-eng.php/provide-fourmir/med-equip/criter/index-fra.php)

On July 1, 2013, the NIHB Program will modify the approval process for incontinence products. This change will improve client service and reduce administrative burden for MS&E providers. Providers should begin submitting approval requests for incontinence products that follow the new process immediately.

Under the new process, the first time a provider applies for a client's approval for incontinence supplies, the PA form must indicate whether the client has a permanent or temporary need for incontinence supplies supported by a physician's recommendation. Clients who have a permanent condition may be approved for up to two (2) years of incontinence supplies instead of the current one (1) year. Providers will be required to submit a prescription every two (2) years, for clients who have a permanent condition.

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 to get 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 directly as required without the need to enter a PA number. Please consult the approval confirmation letter, for details regarding the requested approval.

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

### 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

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

*Veuillez noter que la version française de ce bulletin sera  
disponible sous peu*

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.

## 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 that 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.

## 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 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 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.

## 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*.

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, if all mandatory information is included as it would be on the NIHB MS&E Claim Form.

## 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 will no longer be 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 missing and/or correct 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.

### 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.

## 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.**

## 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 information.

- ...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.**

## 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 address (e.g. moved),
- Banking information (change or set-up), 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 obtained by contacting 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 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.

## 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., 10<sup>th</sup> 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](http://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