



### NEW INFORMATION

#### 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.

In the event the MS&E provider's claim is adjudicated without the required certification, the claim will be rejected with NIHB code R52 ELIGIBLE FOR PRIOR APPROVAL.

### REMINDERS

#### GO GREEN – Move to E-mail Communications!

Make e-mail your first choice of communication delivery for general communications (e.g. NIHB Newsletters)!

- ... Receive same-day e-mail delivery from Express Scripts Canada to stay informed of Health Canada's NIHB Program.
- ... Only print as needed to reduce costs associated with business supplies (e.g., paper, printer, fax machine, etc) and office space (e.g. filing cabinets).
- ... Save and share your communications within your office network at the click of your mouse.

It's EASY to make the change... Either: ...

- Place a verbal request to the Express Scripts Canada Provider Claims Processing Call Centre at 1-888-511-4666; OR
- Complete the attached *Modification to Pharmacy/MS&E Provider Information Form*.

**Note:** The above is not applicable to Prior Approval (PA) letters. These will continue to be sent via fax or mail (depending on your specified mode of communication).

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

## NIHB PROGRAM AND EXPRESS SCRIPTS CANADA CONTACT INFORMATION

### 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 Relations Department & Provider Agreements

*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:**

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
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
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

#### British Columbia First Nations Health Authority

#### **PRIOR APPROVALS**

British Columbia	1-888-299-9222
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#### **INQUIRIES**

British Columbia	1-604-666-3331
	1-800-317-7878