

NEW INFORMATION

New Audiology Form

The NIHB Program has updated the *Hearing Aid and Hearing Aid Repair Prior Approval Form* based on feedback from providers. Section 6 of the form, which was previously titled, "Provider Information & Hearing Aid Confirmation," has been split in two sections for additional clarity. The new form can be found at: www.provider.express-scripts.ca/mse.html

Foot Orthotics Casting Methods

The NIHB Program has updated its accepted casting methods for custom-made foot orthotics. Previously, the NIHB Program accepted casting techniques for accommodative devices were plaster of Paris slipper cast, foam box, and contact digitizing (Amfit); and accepted casting techniques for functional devices are plaster of Paris slipper cast and contact digitizing (Amfit) only.

The new accepted casting techniques for both accommodative and functional custom-made foot orthotics are:

- plaster of Paris slipper case;
- foam box;
- contact digitizing (Amfit);
- STS Slipper Sock Casting; and
- full 3D optical scanning (not 2D with extrapolation).

Provider Guide Update

An update to the Provider Guide for Medical Supplies and Equipment was published in March 2014. Please see the MS&E Benefit Information Section of the NIHB website at: www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/_medequip/2009-prov-fourm-guide/index-eng.php

CPAP Criteria

The NIHB's Program's Continuous Positive Airway Pressure (CPAP) criteria have been updated to the following:

Please provide the following information to your Health Canada Regional Office when seeking coverage for CPAP units:

- Prescription from a physician
- Clinical information:
 - Age, sex, height and weight, BMI, sleepiness scale (ESS or SSS).
 - Symptoms of sleep disordered breathing and associated risk factors.
- Sleep studies:
 - Level 1 - Standard Polysomnograph (PSG)
Full baseline and treatment PSG (or split night PSG) demonstrating diagnosis and response to CPAP or alternative therapy.

It is recognized that Level 1 PSG testing may not be readily available in some regions. In such cases, level 2 or level 3 can be accepted with the additional clinical information as outlined below.

- Level 2 - Comprehensive Portable PSG
Sleep study (includes apnea/hypopnea index, saturation, heart rate, body position) with baseline and treatment results obtained during two (2) separate nights).
- Level 3 (e.g. Stardust) -
Sleep study (minimum requirements include recording of ventilation (at least two (2) channels of respiratory movement of respiratory movement and airflow), ECG or heart rate and oxygen saturation) with baseline and treatment results obtained during two (2) separate nights).

Once it has been determined that the client qualifies for a CPAP, the CPAP device is rented for a one to three-month period and an interface and headgear (e.g. mask benefit code 99400180) must be purchased for the trial period. After the one to three-month trial period, and upon receiving confirmation from the client and/or the caring physician or nurse practitioner that the client is compliant with the usage of the CPAP, the purchase of the CPAP device will be approved with the rental fee of the device being deducted from the purchase price. A usage report downloaded from the CPAP unit should be submitted in order to demonstrate compliance with therapy.

CPAP Exception Criteria

In regions where only the diagnostic PSG is available, or is the currently accepted level of testing (standard of care) in a province/territory, the Program may follow the testing criteria below on an exception basis only.

- Auto-titration CPAP monitoring
 - a) Following the successful completion of a diagnostic PSG, the NIHB Program will extend coverage for the rental of an auto-titration CPAP device for up to a 3-month trial period.
 - An interface and headgear (mask benefit code 99400180) must be purchased for the trial period.
 - b) Following this trial, the provider must submit the auto-titration CPAP digital download and an overnight oximetry report to the client's local Health Canada Regional Office for adjudication. This information must be interpreted by a physician trained in the diagnosis of sleep disordered breathing before being submitted to NIHB.

The NIHB Program may cover the purchase of a fixed pressure CPAP device if:

- the data collected from the auto-titration CPAP and the overnight oximetry with CPAP demonstrate significant improvement in the sleep condition;

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

- the readout from the auto-titration CPAP shows that the client is compliant with therapy; and
- the CPAP therapy is supported by the interpreting sleep specialist.

Note As per the NIHB Program's rental policy, the amount spent on the rental must be applied against the purchase of the CPAP.

Revised NIHB MS&E Claims Submission Kit

Please be sure to visit Express Scripts Canada's NIHB Claims Services Provider Website to download a copy of the revised NIHB MS&E Claims Submission Kit. A copy can also be requested by contacting the Express Scripts Canada Provider Claims Processing Call Centre at 1-888-511-4666.

REMINDERS

Coordination of Benefits (COB)

As a reminder, NIHB clients that have alternate health coverage are required to access that coverage prior to claiming benefits under the NIHB Program. The NIHB Program will then coordinate payment with the other payer on eligible benefits.

Claims will be returned to the provider if the totals do not match. The total entered in the Amount Claimed field must be the sum of the Item Cost and Mark Up for the DIN/Item Code less any Third Party Share.

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.

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., 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
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