

NEW INFORMATION

Price File for Ostomy Supplies

The NIHB Program will be implementing a price file for ostomy items in February 2015. Medical Supplies and Equipment (MS&E) providers must follow the pricing structure set out in the price file.

The price file is being established to ensure pricing consistency across regions while maintaining client access to ostomy MS&E benefits. The prices have been established based on an environmental scan of manufacturers' pricing and those of other public health care plans, as well as consultations with industry representatives, and an analysis of program utilization and pricing data. Additional information (including the new codes and pricing structure), will follow in a fax broadcast to all NIHB registered MS&E providers prior to the implementation date.

If you have any questions about this new process, please contact your respective Health Canada Regional Office.

Inuit clients

Providers are reminded that both First Nations and Inuit clients are eligible for NIHB Program benefits. Eligible Inuit clients have an NIHB Program identification number that begins with an "N" followed by 8 digits, however there is no official card that has this number on it (unlike the 'Certificate of Indian Status' number presented by First Nations clients). Many Inuit clients travel from the Territories to access medical services in urban centres; if an Inuit client provides you with their Territorial health care card, this number may also be used in place of the "N number" in order to file a benefit claim with the NIHB Program. If the client does not know their "N number" and does not have their Territorial health care card, please request a piece of photo ID that contains the client's full name and date of birth and contact the Health Canada Regional Office for assistance in confirming client eligibility for NIHB benefits.

REMINDERS

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 Express Scripts Canada Provider Claims Processing Call Centre to change the following important provider information:

- Email 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 Express Scripts Canada Provider Claims Processing Call Centre to request a copy.

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.

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 *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., 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