

## NEW INFORMATION

### Audiology Shipping

The NIHB Program will reimburse hearing aid providers a maximum of \$8.00 per client order to cover the cost of shipping and handling that is charged by the manufacturer to send the aid to the provider. The provider will be able to claim one additional \$8.00 shipping fee per client if the manufacturer charges for a second aid in the event the first hearing aid is returned during the trial period, and another aid is ordered from the same or a different manufacturer.

The NIHB Program will reimburse the provider for the audiology shipping fee under **benefit code 99401096**.

Shipping and handling fees **from the provider to the manufacturer** are not covered by NIHB.

### Change in Approval Process for Insulin Pumps

Effective May 4, 2015, the NIHB Program changed the approval process for insulin pumps. NIHB no longer requires requests to be faxed using the Medical Supplies and Equipment form.

Providers should call the NIHB Drug Exception Centre (DEC) at 1-800-580-0950 for insulin pump requests.

NIHB will continue to apply evidence based evaluation criteria when reviewing requests for insulin pumps.

### Indian Status Card, NIHB Client Identification and Card Renewal Date

For registered First Nations clients, their Indian status registration number also serves as their NIHB client identification number, and is required on all claims and prior approvals. It is recommended that First Nations clients present their Indian status card (either a paper-laminate Certificate of Indian Status or a Secure Certificate of Indian Status) at the point-of-service to ensure that client information is entered correctly and to protect against mistaken identity.

**It is important for providers to be aware that a First Nations NIHB client should not be denied services because a renewal date on their Indian status card has passed.** Service providers can still use the Indian status registration number to submit NIHB claims and eligibility will be verified by the claims processing system. Providers can also call the Express Scripts Canada call centre to verify client eligibility with NIHB.

Please note that Inuit clients do not have Indian status cards and are assigned an **N number** (a client identification number used by the NIHB Program). For eligible Inuit from the Northwest Territories or Nunavut, their N number is linked to their territorial health card, so their health card number can be used to submit claims. Inuit clients who do not have a territorial health card should provide photo identification, and will also need to provide their NIHB N number.

## REMINDERS

### Medical Supplies and Equipment Prior Approval (PA) Requirements

All NIHB forms can be downloaded from the NIHB Claims Services Provider Website or obtained by contacting the Provider Claims Processing Call Centre.

Please note that providers are still required to call their respective regional NIHB Prior Approval Centre to initiate a Prior Approval (PA).

All mandatory fields on the NIHB MS&E forms must be thoroughly completed in order to be processed.

#### List of NIHB PA MS&E Forms

- NIHB Hearing Aid and Hearing Aid Repair Prior Approval Form
- NIHB General Medical Supplies and Equipment Prior Approval Form
- NIHB Orthotics-Custom Footwear-Prosthetics-Pressure Garments Prior Approval Form
- NIHB Oxygen and Respiratory Medical Supplies and Equipment Prior Approval Form

### Valid Prescription Required for Prior Approvals

Prescriptions (Rx) submitted to NIHB Regional Offices for Prior Approval or retained on file must contain the following information:

- Rx must be dated (a fax date is not accepted as the prescription date).
- Rx must contain the prescribers' hand-written signature (a stamped or electronic prescriber signature is not acceptable).
- Rx must contain the client's full given name and surname.

**Note:** pharmacists and providers must add the client's date of birth and address to the prescription to confirm the client's identity.

- The physician or nurse practitioner may request that another health care professional assess the client regarding mobility, hearing, wound care, ostomy, etc.
- The audiologist may request that another health professional assess the client regarding the hearing issues.
- In such cases, the Rx must contain the reason for the requested assessment.

Some examples of prescriptions that meet this requirement are:

- Referring a client to an occupational therapist (OT) for wheelchair assessment and recommendations.
- Referring a client to an audiologist for hearing assessment and recommendations.

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

An example of a prescription that does NOT meet this requirement:

- Referring a client to an OT for assessment and recommendations.

In this example, the prescription is not specific enough and does not address the medical need that should to be assessed (e.g. mobility, transfers, toileting or bathroom safety).

Regardless of the form used, **all required data elements must be provided** to ensure the efficient processing of claims.

Common errors found on claim forms are with the unique provider number, name, address, client address, date of service and prescriber number for batteries and other repairs (999repairs) which are often left blank – *please include this important data*.

Faxed prescriptions must contain the fax header information. The header must include: the date sent and the senders' information.

## NIHB Medical Supplies and Equipment Claims Submission Kit

For information on the NIHB Program and claims submission, please download the current NIHB Medical Supplies & Equipment Claims Submission Kit from Express Scripts Canada's NIHB Claims Services Provider Website at [www.provider.express-scripts.ca/mse.html](http://www.provider.express-scripts.ca/mse.html). If you do not have Internet access and require a copy, please contact the Express Scripts Canada Provider Claims Processing Centre at 1-888-511-4666.

## Have you Recently Moved?

It is important that Express Scripts Canada has your current provider information. Without accurate information, you may not receive new and important information from NIHB and Express Scripts Canada regarding NIHB coverage, claims submission procedures, etc.

Please download the *Modification to Medical Supplies and Equipment Provider Information Form* from the NIHB Claims Services Provider Website at [www.provider.express-scripts.ca/mse.html](http://www.provider.express-scripts.ca/mse.html) and fax the completed signed form to Express Scripts Canada before submitting claims.

## 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	1-800-881-3921
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