

NEW INFORMATION

New NIHB Claims Services Provider Website

The NIHB Claims Services Provider Website has been redesigned for ease of access, and will no longer require a login ID and password. Providers can continue to access Express Scripts Canada corporate website or go directly to www.provider.express-scripts.ca. Please bookmark this address for future reference.

Pressure Garments and Pressure Orthotics Benefit Categories

The grid for pressure garments and pressure orthotics in the MS&E Benefit List has been updated to include codes indicating if the request is for the right or left limb. For more information concerning the NIHB coverage for pressure garments and pressure orthotics, please consult the Health Canada website <http://www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/provide-fourir/med-equip/criter/garment-vetement-eng.php>.

Payment for Claims Requiring a Special Authorization

The claims adjudication process for MS&E items requiring a special authorization (SA) now includes a step to validate the claimed quantity and the days' supply (where applicable). You will note that two additional columns have been added to the SA confirmation letter for minimum days' supply per claim and for minimum quantity per claim. The claimed quantity will be verified against the approved per claim minimum quantity and days' supply as follows:

- When the claimed quantity is greater than or equal to the per claim minimum quantity, the claim will be accepted, as long as all other conditions are met. Where the claimed quantity is less than the approved per claim minimum quantity, the claim is rejected.
- When the incoming claim days' supply is equal to or greater than the minimum days' supply, the claim will be accepted as long as all other conditions are met. When the incoming claim days' supply is less than the minimum days' supply, the claim will be rejected.
- If the claim is rejected on this basis, a new CPhA response code and message UN - CLAIM DOES NOT COMPLY WITH TERMS OF SPEC AUTH will be sent.

All claims must meet all conditions outlined in the SA confirmation letter in order for the claim to be successfully adjudicated. Procedures to submit an SA request have not changed.

NIHB Annual Report 2013/2014

Providers may wish to consult the Program's Annual Report, which provides national and regional data on the Program's eligible client population, expenditures, benefit utilization and NIHB's efforts in the area of client safety. A summary of the 2013/2014 NIHB Annual Report can be found at: www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/2014_rpt/index-eng.php, where you can also order a copy of the report.

REMINDERS

Updating Your Contact Information

If your business contact information has changed, please complete and submit a Modification to Pharmacy/Medical Supplies and Equipment Provider Information Form available at [www.provider.express-scripts.ca/documents/Medical Supplies and Equipment/Forms/English/Modification to Pharmacy and MSE Provider Information Form.pdf](http://www.provider.express-scripts.ca/documents/Medical_Supplies_and_Equipment/Forms/English/Modification_to_Pharmacy_and_MSE_Provider_Information_Form.pdf).

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	1-800-881-3921
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