

## For our Pharmacy Providers in Québec

Winter 2000/2001

### NEWS AND VIEWS

Welcome to the winter 2000/2001 edition of our quarterly newsletter. We have now completed our second year of operations and are about to enter our third year, beginning December 1, 2000, as the claims processor under the Non-Insured Health Benefits (NIHB) Program contract with the First Nations and Inuit Health Branch (FNIHB) of Health Canada.

Thank you for your support as you continue to provide quality health services to First Nations and Inuit eligible for the NIHB Program.

As always, your comments and questions are welcome. Please call our First Canadian Health (FCH) NIHB Toll-Free Inquiry Centre's Customer Service Representatives at **1-888-511-4666**, or send your correspondence to our mailing address.

### NIHB PHARMACY/MS&E PROVIDER AUDIT FRAMEWORK

First Canadian Health (FCH) conducts a Pharmacy/MS&E Provider Audit for the Non-Insured Health Benefits (NIHB) Program. The objective of the audit program is to ensure that the NIHB Program is being appropriately billed by providers for the benefits and services provided. The components of the audit plan are outlined below.

The **Next-Day Quality Assurance Program** consists of a review of a defined sample of claims submitted by providers the day following receipt by First Canadian Health. Providers may be contacted to ensure compliance with NIHB Program policies and procedures.

The **Client Confirmation Program** consists of a quarterly mailout to a randomly selected number of NIHB clients to confirm the treatment that has been billed on their behalf.

The **Provider Profiling Program** consists of a review of the billings of all providers against selected criteria and the determination of the most appropriate follow up activity if concerns are identified.

The **On-site Audit Program** consists of the selection of a focused sample of claims for validation with provider's records through an on-site visit.

### WINTER 2000/2001 NIHB DRUG BENEFIT LIST UPDATE

Please find attached the winter 2000/2001 Update to the NIHB Drug Benefit List (DBL). This is a summary of changes to the NIHB DBL, which have occurred since the fall 2000 NIHB Newsletter dated October 1, 2000. It includes lists of additions, replacement DINs, limited use benefits and discontinued drugs.

Should you have any questions, please contact the First Canadian Health (FCH) NIHB Toll-Free Inquiry Centre at 1-888-511-4666.

### CHANGE OF MAILING ADDRESS

Providers are to notify First Canadian Health immediately if there is a change in their mailing address.

### CO-ORDINATION OF BENEFIT (COB) TERMINATIONS

Claims submitted for NIHB clients who no longer have coverage with another carrier, must be accompanied with a letter from the client or the provider on behalf of the client that they no longer are employed and therefore the third party coverage does not apply. An employment termination date must be provided on the letter.

### REJECTED CLAIMS OVER ONE YEAR OLD

Claims, which are submitted to FCH one year after the date of service, will be rejected with the R21 Message (PERIOD FOR SUBMITTING CLAIMS HAS EXPIRED).

### PRESCRIBER ID FIELD

The Prescriber ID field is a mandatory field and must be completed by entering either the Prescriber's License Number or Prescriber's Provincial/Territorial Billing Number (please see sub-section 5.7 of the NIHB Pharmacy/MS&E Provider Information Kit – PPIK).

If the prescriber information contained on the prescription is illegible, this information must be verified with the prescriber prior to entry on the Point of Sale (POS) system and/or Pharmacy claim form, and subsequent submission to First Canadian Health for payment.

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## DOSETTE ON-LINE CLAIMS SUBMISSION

Effective January 1, 2001, the Non-Insured Health Benefits (NIHB) Pharmacy/MS&E System will accept on-line claim submissions via Point of Sale (POS), for "Dosette" dispensing fees (DF) in Quebec. All relevant claim details must be submitted on the claim as per current requirements. The "Dosette" dispensing fees will be allowed only when criteria for "Dosette" dispensing as listed in the agreement between Health Canada and AQPP are met and they will only be in the amount as per the agreement.

If the information submitted in the "Days Supply" field is not equal to 7, the claim will be rejected real-time with CPhA message "57" ("SSC ERROR") and free format message "DAYS SUPPLY MUST EQUAL 7 FOR DOSETTE PACKAGING". The NIHB R15 message "DAYS SUPPLY MUST EQUAL 7 FOR DOSETTE PACKAGING" will be printed on the pharmacy claims statement.

The NIHB Pharmacy/MS&E System will also check that the drug (based on the item # submitted) is eligible for submission as a "Dosette". If not eligible, then the claim will be rejected real-time with CPhA message "NR" ("DRUG NOT SUITABLE FOR DOSETTE PACKAGING"). This same message will also be printed on the pharmacy claims statement (i.e., there will be no NIHB-specific error code).

If a claim is submitted with a verified Prior Approval, the NIHB Pharmacy/MS&E System will pay according to the Prior Approval approved amounts specified on the confirmation letter, and the CPhA "SSC" field will be ignored (i.e. no change to claim adjudication for verified PA's).

If a claim is submitted with the CPhA field "SSC" not equal to "P", it will be paid according to the regular pricing rules defined for Quebec. Claim forms will not be modified at this time; however, the word "DOSETTE" must be clearly indicated for each claim being submitted as a "Dosette" claim.

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## DRUG UTILISATION REVIEW (DUR)

All claims submitted via POS undergo a Drug Utilisation Review (DUR) to identify potential drug-related problems or interactions. The results of this analysis are returned to you in the form of standard CPhA response codes. Currently, the DUR results are sent as a warning only in Quebec.

Effective January 1, 2000, claims resulting in any of the following DUR responses will be **rejected** with the corresponding CPhA response code:

ME - Drug to drug interaction potential

MW - Duplicate drug

MY - Duplicate drug/other pharmacy

For a complete description of DUR information messages, please see page 21 of the NIHB Pharmacy Provider Information Kit (PPIK).

The purpose of DUR is not to replace professional judgement, but to enhance it with additional information. Rejections can be overridden and re-submitted with a CPhA intervention code if, in the professional judgement of the pharmacist, it is appropriate. A complete list of the CPhA intervention codes is found on page 22 of PPIK.

For additional information about submitting claims through the Point of Service (POS) system or on DUR responses, please contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-511-4666**.

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## APPEAL PROCEDURES

There are three levels of appeal under the NIHB Program, which only the client can initiate. At each stage, the appeal must be accompanied by supporting information from the provider. It is important that the following be included along with the client's letter:

1. The condition (diagnosis and prognosis) for which the benefit or service is being requested;
2. Alternatives that have been tried;
3. Relevant diagnostic test results; and
4. Justification for the proposed benefit or service.

The final decision will be made based on the client's specific needs, the availability of alternatives and NIHB policy. Procedures which are exclusions under the NIHB Program will not be considered under the Appeal Process.

Information sheets outlining the three levels of appeal and the appropriate addresses are available from your regional First Nations and Inuit Health Branch offices or on the NIHB website at:

[http://www.hc-sc.gc.ca/msb/nihb/prod\\_e.htm](http://www.hc-sc.gc.ca/msb/nihb/prod_e.htm)

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## **NIHB DRUG BENEFIT LIST**

In an effort to avoid unwanted mailings, a hard copy of the April 1, 2001 NIHB Drug Benefit List (DBL) will only be mailed to pharmacy providers upon completion of the section on the next page and faxing of the entire page to (613) 941- 6249.

Quarterly updates will continue to be mailed to pharmacy providers with the quarterly NIHB Newsletters.

Name:

\_\_\_\_\_

Provider Number:

\_\_\_\_\_

Street Address:

\_\_\_\_\_  
\_\_\_\_\_

City: \_\_\_\_\_

Province:

\_\_\_\_\_

Postal Code: \_\_\_\_\_

The NIHB Drug Benefit List and updates can also be found on the NIHB website at:

[http://www.hc-sc.gc.ca/msb/nihb/list\\_e.htm](http://www.hc-sc.gc.ca/msb/nihb/list_e.htm)

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## **NEW LOCATION FOR THE NORTHERN SECRETARIAT**

Please be advised that, as of December 1, 2000, the Northern Secretariat will be located at the following address:

Northern Secretariat  
First Nations and Inuit Health Branch  
Health Canada  
Postal Locator 3914A  
Sixty Queen Building  
60 Queen Street, 14<sup>th</sup> Floor  
Ottawa, Ontario  
K1Y 5Y7

Please note that predetermination information can be obtained toll-free at 1-888-332-9222. The fax number is 1-800-949-2718.

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