

For our Pharmacy Providers

Summer 2006

NEWS AND VIEWS

Welcome to the summer 2006 edition of the Non-Insured Health Benefits (NIHB) quarterly newsletter. First Canadian Health (FCH) is now in its eighth year of operations as the claims processor for the NIHB Program of the First Nations and Inuit Health Branch (FNIHB) of Health Canada.

Again, FCH would like to thank you for your support as you continue to provide quality health services to First Nations and Inuit clients of the NIHB Program.

As always, your comments and questions are welcome. Please contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-511-4666**, or send your correspondence to:

FCH Provider Relations
3080 Yonge Street, Suite 3002
Toronto, ON M4N 3N1

SUMMER 2006 NIHB DRUG BENEFIT LIST (DBL) UPDATES

The summer DBL updates include the addition and replacement of Drug Identification Numbers (DIN), limited use benefits, drugs removed from the Canadian market, and drugs discontinued by the manufacturer effective July 1, 2006.

The most recent electronic version of the NIHB DBL reflects these updates. Providers can refer to the website at the following URL address:

www.hc-sc.gc.ca/fnih-spni/pubs/nihb-ssna_e.html#drug-med

Should providers have any questions, they can contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-511-4666**.

METHADONE CONDITION ADDED TO 'NE' WARNING MESSAGE CRITERIA

On July 7, 2006, the following Methadone condition will be added to the current 'NE' conditions communicated previously to providers.

The 'NE' warning code will be set and the corresponding warning message sent to providers for all POS claims where Methadone is dispensed for treatment of a client's opioid dependency (pseudo-DIN 00908835) and, at the same time, the client is using one or more narcotic drug entities.

The purpose of this warning code is to provide pharmacists with additional information that a potential drug entity misuse/abuse situation may exist.

Should providers have any questions on this subject, they can contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-511-4666**.

NIHB PHARMACY PROVIDER AUDIT

The Non-Insured Health Benefits (NIHB) Audit Program conducts pharmacy provider audits on a regular basis. The current audit findings relate to the issues outlined below. We are sharing these findings with you and clarifying the requirements for billing the NIHB Program.

ADHESIVE BANDAGES

The generic term adhesive bandages refers to commercial brands such as Band-Aid® and Elastoplast®. These adhesive bandages are not eligible for coverage under the NIHB program. Pharmacy providers may not submit claims for these types of adhesive bandages under item benefit codes 99400444 or 99400445 for adhesive tapes and benefit code 99400446 for adhesive suture strips included on the NIHB benefit list. FCH/NIHB auditors will recover all paid claims submitted for adhesive bandages billed as any other type of wound dressing.

When there is no quantity indicated by the prescriber, the Program will only pay for the smallest commercially available amount. Providers should be certain to indicate the size, type, and quantity of bandage items when submitting claims, and to retain the required documentation for audit purposes.

SELECTING CLIENT AND DRUG INFORMATION

Pharmacies that have client and/or drug information pre-loaded into their Point of Service (POS) submission system must select the correct record when submitting claims to the NIHB program. Audits indicate that a frequent reason for claim recovery is the selection of incorrect client or drug information during the submission process.

APPROPRIATE SUPPORTING DOCUMENTATION

Proper documentation of any intervention is required. Appropriate supporting documentation includes but is not limited to:

A) Drug Utilization Review (DUR)

- Date of intervention
- Pharmacist's summary of the intervention
- Documented communication with the physician, caregiver, and/or patient
- Reason for early refill (medication lost, destroyed, stolen, physician changed dosage, or patient going out of town for a period greater than the days supply remaining of the current refill)

B) Other Documentation

- Product and pricing information
- Shipping invoices
- Evidence of additional coverage (to support coordination of benefits for Ontario only)

For audit purposes, the NIHB Program requires that pharmacies keep prescription records available for two years from the date the R_x was dispensed, or as long as the R_x is being dispensed if longer than two years. Failure to retain these records will result in claim recovery.

MULTIPLE PRESCRIPTIONS FOR FAMILIES

An entire household should not be identified under one prescription; especially for R&C[®] Shampoo or Nix Cream Rinse[®]. Pharmacists must ensure that individual prescriptions support the item(s) prescribed, and that claims are submitted under each individual's unique client number to guarantee accurate patient drug profiles.

DAYS SUPPLY

Providers must record the days supply for a prescription correctly, according to quantity and dosage prescribed. Accurate reporting of the days supply is essential to the appropriate adjudication and verification of claims.

Please remember that the maximum claim for prescriptions submitted to the NIHB Program is 100 days supply.

The NIHB Program's billing requirements are detailed in the NIHB Pharmacy/MS&E Provider Information Kit, First Canadian Health/NIHB Program Newsletters, and NIHB Program Drug Bulletins. These documents are accessible through the Health Canada website at:

www.hc-sc.gc.ca/fnih-spni/pubs/nihb-ssna_e.html#drug-med

Failure to comply with the requirements of the NIHB Program may result in the recovery of affected paid claims. Providers are advised to review the key documentation in order to be aware of the NIHB Program's requirements.

For more information on these claims submission issues, providers can contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-511-4666**.

SPECIAL PROVISIONS FOR INFANT CLIENTS

Health Canada established special client identification provisions for infants less than one year of age. These provisions are in place to allow adequate time for parents who are eligible for benefits under the NIHB Program to register their newborn children on the appropriate register (for eligible First Nations clients) or list (for recognized Inuit clients).

To register an infant:

- For eligible First Nations clients**, parents should be referred to their Band Office or the Registration Services Unit of the Department of Indian and Northern Affairs Canada (INAC) at **(819) 953-0960**.

- For Inuit residing in the Northwest Territories and Nunavut**, parents should be referred to their respective territorial Department of Health and Social Services.
- For Inuit residing outside of the Northwest Territories and Nunavut**, parents should be referred to the nearest FNIHB Regional Office.

Infants under one year of age who do not have an acceptable client identification number may be eligible to receive benefits from the NIHB Program if one of the infant's parents can be verified as an eligible client.

If a client identification number is not available for infants under one year of age, the following information must be provided to receive benefits:

- Infant's surname
- Infant's given name(s)
- Infant's date of birth (DOB) in DD/MM/CCYY
- Parent's surname
- Parent's given name(s)
- Parent's DOB in DD/MM/CCYY format
- Parent's NIHB client identification number

Please note that the first claim must be submitted manually to FCH; however, subsequent claims can be submitted via POS.

NOTE: To avoid benefit access rejection, parents must obtain a client identification number for the infant prior to the infant's first birthday.

HEARING AID BATTERIES

A prior approval and a prescription are not required before dispensing hearing aid batteries. However, providers must have a chart notation with the date of issuance to the client. Hearing aid battery claims are subject to audit.

COORDINATION OF BENEFITS

When a client has coverage through a public or private third party health care plan, please submit claims to the third party carrier first.

Detailed information about third party claims and coordination of benefits is available in the NIHB Pharmacy/MS&E Provider Information Kit.

The current version of the NIHB Pharmacy/Medical Supplies and Equipment Provider Information Kit is always available on the NIHB website at:

www.hc-sc.gc.ca/fnih-spni/pubs/index_e.html

Providers without internet access can contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-511-4666**.