

## For our Pharmacy Providers

Summer 2007

### NEWS AND VIEWS

Welcome to the summer 2007 edition of the Non-Insured Health Benefits (NIHB) quarterly newsletter. First Canadian Health (FCH) is now in its ninth 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

### NEW NIHB PROGRAM INFORMATION

#### SUMMER 2007 NIHB DRUG BENEFIT LIST UPDATES

The summer Drug Benefit List (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, 2007. Copies of these updates are included with this newsletter.

The most recent electronic version of the complete 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](http://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 FOR OPIOID DEPENDENCY (00908835), MAXIMUM WEEKLY DISPENSING FEE FOR METHADONE

The NIHB Program will be sending a system message effective June 15, 2007, if the maximum weekly dispensing fee (DF) for methadone claims is exceeded. The DFs for methadone claims will be reimbursed up to a maximum DF for a client in any seven-day period, beginning with the first claim submitted on or after June 15, 2007. The DFs that exceed the client's maximum DF for the seven-day period will be reduced or disallowed,

and the provider will receive the Canadian Pharmacists Association (CPhA) message, **DH Professional Fee Adjusted** and the NIHB warning code **W19** Dispensing Fee Is Disallowed Or Reduced To NIHB Guidelines. Claims are subject to audit.

#### CANADIAN PHARMACISTS ASSOCIATION NE WARNING BECOMES REJECTION MESSAGE

Effective June 15, 2007, the CPhA **NE** code will change from a warning message to a rejection message under the NIHB Program. This means that, like other Drug Utilization Review (DUR) rejects under the Program (MY, MW, and ME), claims that trigger the NE code criteria will be rejected at the point-of-sale. As a reminder, the **NE** code, **Potential Overuse/Abuse Indicated**, is triggered at the pharmacy level when any one of the following four conditions are met:

- Clients have active claims for three or more distinct benzodiazepine chemical entities
- Clients have active claims for three or more distinct narcotic chemical entities
- Clients have active claims for three or more distinct benzodiazepine chemical entities **and** three or more distinct narcotic chemical entities
- Clients have active claims for methadone for the treatment of opioid dependency and at the same time, at least one narcotic chemical entity. Please note that, for this condition, the NE code is set only if the narcotic chemical entity is the claim currently being adjudicated.

As with other DUR rejections, providers will be able to override the NE rejection using the same CPhA intervention codes currently used to override other DUR rejections. Please remember that it is NIHB Policy that the use of any intervention code be supported by proper documentation. This information may be noted directly on the prescription hard copy, or the electronic patient profile, and must be retained for audit purposes. NIHB claims reviewed as part of the DUR process are subject to recovery if the nature of the intervention is not documented in the client's file. Please consult the NIHB Drug/Pharmacy Health Provider Information Kit for further details.

#### ONTARIO DRUG BENEFIT PLAN CO-PAY

Effective June 15, 2007, the NIHB Program will fully apply the NIHB policy, to only pay the co-pay/deductible for NIHB eligible clients who are Ontario Drug Benefit (ODB) recipients.

Lower income ODB recipients pay a \$2.00 fee per prescription. Higher income ODB recipients pay a \$100.00 deductible followed by \$6.11 fee per prescription

after the deductible has been reached. The NIHB program will pay these amounts on behalf of eligible NIHB clients who are ODB recipients.

If the co-pay/deductible submitted by the provider is reduced during adjudication, the system will return the CPhA code **QU Reduced To Dollar Limit Maximum**, and the NIHB warning code **W11 Claim Is Reduced To NIHB Share**.

Should you have questions, please call the FCH NIHB Toll-Free Inquiry Centre at **1-888-511-4666**.

## NIHB PROGRAM REMINDERS

### CHANGES TO THE STATUS OF YOUR PRACTICE?

NIHB providers must advise FCH Provider Relations of any changes to the status of their practice. This includes changes of ownership, change of address or other contact information, opening additional locations and closing of a particular location.

Should you need to contact FCH Provider Relations, please write to them at the address listed in the 'News and Views' box on the front of your newsletter or call the FCH NIHB Toll-Free Inquiry Centre at **1-888-511-4666**.

### CLAIM SUBMISSION REMINDERS AND TIPS

#### Double Check Drug Identification Number (DIN) and Item Codes when Submitting Claims

A frequent problem encountered during audits is the use of incorrect DIN or item numbers on a claim. AeroChamber® products and other Medical Supplies and Equipment (MS&E) items have specific numbers for each size or quantity of product. A good way to avoid reclaim is to double check that the correct DIN/item number for the dispensed item quantity/package size is on the claim before submitting.

#### Selecting Client and Drug Information

If your pharmacy has client and drug information preloaded onto your claims submission system, double check that the proper client and/or drug information is selected before submitting the claim. Also, if there are clients with similar names, confirm the date of birth against the dosage/item dispensed to ensure the correct client has been selected.

#### Diclofenac Topical Preparations

Before dispensing any topical preparation containing diclofenac, pharmacists must obtain a Prior Approval from the NIHB Drug Exception Centre. This applies even when diclofenac oral tablets are the primary ingredient in the preparation, as the preparation is considered an extemporaneous mixture.

#### Billing Extemporaneous Mixtures

The NIHB Program defines extemporaneous mixtures as "products that require compounding in a pharmacy in

accordance with the orders of a prescriber, and which must not duplicate the formulation of any commercial drug products." Claims inappropriately using the DIN for extemporaneous mixtures are subject to reclaim during audit. Claims submitted for extemporaneous mixtures that contain exceptions, limited use benefits, or commercially manufactured drugs are also subject to reclaim, unless they are submitted with a valid prior approval number.

#### Back Ordered Quantities

If a pharmacist is unable to dispense the full quantity of a prescription due to insufficient stock, it is acceptable to submit a claim for the full amount of the prescription, as long as the remaining quantity of the prescription will be dispensed within a few days. The pharmacist must document the original amount dispensed and the dispense date for the remaining quantity in the client's file, or the claim will be subject to recovery through audit.

If the remaining quantity cannot be dispensed within a few days, the pharmacy must reverse the initial claim, and submit a claim for the actual amount provided to the client.

### HOURS OF OPERATION FOR THE FCH NIHB TOLL-FREE INQUIRY CENTRE

The FCH NIHB Toll-Free Inquiry Centre's regular hours are 6:30 a.m. to midnight eastern standard time (EST), Monday to Friday. Eight (8) a.m. to midnight EST weekends and on the following statutory holidays in the next twelve (12) months:

- July 2, 2007, Canada Day (Memorial Day in Newfoundland)
- September 3, 2007, Labour Day
- October 8, 2007, Thanksgiving Day
- March 21, 2008, Good Friday
- May 19, 2008, Victoria Day (Journée nationale des Patriotes in Quebec)

The Toll-Free Centre will operate under reduced hours on the following days:

- December 24, 2007, Christmas Eve, 8:00 a.m. to 8:30 p.m. EST
- December 25, 2007, Christmas Day, 10:00 a.m. to 8:00 p.m. EST
- December 31, 2007, New Year's Eve, 8:00 a.m. to 8:30 p.m. EST
- January 1, 2008, New Year's Day, 10:00 a.m. to 8:00 p.m. EST

To download the current version of the NIHB Drug/Pharmacy Health Provider Information Kit from the NIHB website, visit:

**[www.healthcanada.gc.ca/nihb](http://www.healthcanada.gc.ca/nihb)**

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