



EXPRESS SCRIPTS®

NIHB NEWSLETTER

NEWS AND INFORMATION FOR NIHB PROVIDERS

NIHB CLAIMS SERVICES PROVIDER WEBSITE

Non-Insured Health Benefits (NIHB)

www.provider.express-scripts.ca

Quebec Pharmacy Providers



Spring 2012

NIHB Forms

Download from the

NIHB Claims Services Provider Website or contact
the Provider Claims Processing Call Centre

www.provider.express-scripts.ca

EXPRESS SCRIPTS CANADA

Provider Claims Processing Call Centre

Inquiries and Password Resets

1-888-511-4666

Pharmacy Extended Hours

Monday to Friday:

6:30 a.m. to 12:00 a.m. Eastern Time

Saturday, Sunday and Statutory Holidays:

8 a.m. to 12 a.m. Eastern Time

MS&E Extended Hours

Monday to Friday:

6:30 a.m. to 8:30 p.m. Eastern Time

Excluding Statutory Holidays

Pharmacy and MS&E Claims

Mail Pharmacy claims to:

Express Scripts Canada
NIHB Pharmacy Claims
P.O. Box 1353, Station K,
Toronto, ON M4P 3J4

Mail MS&E claims to:

Express Scripts Canada
NIHB MS&E Claims
P.O. Box 1365, Station K,
Toronto, ON M4P 3J4

Pharmacy/ MS&E

Provider Agreements

Fax Completed

Pharmacy/ MS&E Provider Agreement to:

Fax No.: 905-712-0669

Other Correspondence

Mail to:

Express Scripts Canada
5770 Hurontario St. 10th Floor,
Mississauga, ON L5R 3G5

NIHB PHARMACY PROGRAM

Drug Exception Centre (DEC)

PRIOR APPROVALS

Pharmacy Drug Benefits

1-800-580-0950 (English)

1-800-281-5027 (French)

Fax No.: 1-877-789-4379

Health Canada Regional Offices

PRIOR APPROVALS

Medical Supplies & Equipment (MS&E) Benefits

Alberta	1-800-232-7301
Atlantic	1-800-565-3294
British Columbia	1-888-321-5003
Manitoba	1-877-505-0835
Northwest Territories/ Nunavut	1-888-332-9222
Ontario	1-800-881-3921
Québec	1-877-483-1575
Saskatchewan	1-877-780-5458
Yukon	1-866-362-6717
	1-866-362-6718
	1-866-362-6719

INQUIRIES

Pharmacy/ Medical Supplies & Equipment (MS&E) Benefits

Alberta	1-780-495-2694
	1-800-232-7301
Atlantic	1-902-426-2656
	1-800-565-3294
British Columbia	1-604-666-3331
	1-800-317-7878
Manitoba	1-800-665-8507
Northwest Territories/ Nunavut	1-888-332-9222
Ontario	1-800-640-0642
Québec	1-877-483-1575
	1-514-283-1575
Saskatchewan	1-306-780-8294
Yukon	1-866-362-6717
	1-866-362-6718
	1-866-362-6719

NEW INFORMATION

GO Paperless!

ONE EASY STEP ...Place a verbal request to the Provider Claims Processing Call Centre at 1-888-511-4666.

Health Canada and Express Scripts Canada receive a fair amount of error messages when faxing out important information to NIHB providers because of an incorrect fax number, fax machine turned off, phone number not a fax number, etc. The most current office information should be provided to Express Scripts Canada, otherwise providers may not receive new and important information from Health Canada's NIHB Program and Express Scripts Canada as intended.

GO GREEN! ...go paperless! Make e-mail your first choice of communication delivery!

Stay informed with same day e-mail delivery of Health Canada's NIHB Program.

- ...No more tying up the fax machine's day to day activity.
- ...e-Save your communications within your office network.
- ...Share the communications within the office at the click of your mouse.

A verbal request is accepted at the Provider Claims Processing Call Centre to change the following important provider information:

- E-mail address
- Fax number
- Phone number
- *Correction* to your current address.

All other changes to provider information must be completed on the *Modification to Pharmacy/Medical Supplies & Equipment Provider Information Form*, signed by the provider, and submitted by fax or mail as indicated on the form.

These types of changes include:

- New complete address (i.e., moved)
- Banking information (change or setup)
- Name and/or ownership of your business.

The *Modification to Pharmacy/Medical Supplies & Equipment Provider Information Form* can be downloaded from the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre to request a copy.

Password Expiration for the NIHB Claims Services Provider Website

Provider passwords for the NIHB Claims Services Provider Website expire every 180 days. Please be sure to change your password prior to its expiration by logging onto your account and following the password criteria.

Tip Once logged onto the NIHB Claims Services Provider Website, click on the link "Welcome Username" located in the upper right-hand corner of the screen, and select "Change Password". The number of days

before your password expires is displayed at the bottom of the page.

Updated Drug Benefit List (DBL) available on Health Canada Website

Health Canada maintains an up-to-date NIHB DBL of eligible drugs that are to be used in a home or ambulatory setting. The DBL indicates to prescribers and pharmacy providers which drug products are eligible NIHB benefits and encourages the most optimal and cost-effective drug therapy for NIHB clients. It is recommended that prescribers and pharmacy providers regularly review the list to ensure they are continuously aware of the drugs eligible for NIHB coverage.

Changes made to the DBL during the year will continue to be communicated via quarterly NIHB DBL Updates. Both the DBL and DBL Updates may be viewed on the NIHB Claims Services Provider Website (select Pharmacy link "Drug Benefit List" or "Benefit Updates") or by visiting the Health Canada website at www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/provide-fourmir/pharma-prod/med-list/index-eng.php

Special Authorization Confirmation Letters

Effective April 13, 2012, a NEW Special Authorization (SA) confirmation letter will be available. This letter will include this note when the letter is advising the provider of an approved item: "Where indicated as eligible, please bill directly. Claims submitted against this SA will not be adjudicated correctly if the claim is submitted with a Prior Approval (PA) number," will be sent to pharmacy providers. This letter will advise the provider of the start and end date of the SA, and the approval status of the drug or drug group for a specific request.

Listing Status and Reimbursement Policy for Suboxone

Effective December 7, 2011, Suboxone was listed on the NIHB DBL as a Limited Use benefit with the following criteria.

- For the treatment of opioid dependence in patients who have a contraindication to methadone due to evidence of (or high risk for) QT interval prolongation; AND
- Prescribed by a physician with experience in substitution treatment in opioid drug dependence or completion of an accredited Suboxone Education Program.

Requests for Suboxone for use other than what is specified above will be reviewed on a case by case basis. NIHB clients who are approved for Suboxone coverage must agree to restrictions that prevent the use of methadone or opioids, and ensure that benzodiazepine and stimulants are prescribed by one prescriber.

Listing Status of OxyContin/OxyNeo

Effective February 15, 2012, the NIHB Program changed the listing status of the long-acting oxycodone (i.e. OxyContin) from Limited Use to Exception. The following DINs were affected.

OxyContin	
DIN	Strength (mg)
02258129	5 mg tab
02202441	10 mg tab
02323192	15 mg tab
02202468	20 mg tab
02323206	30 mg tab
02323206	40 mg tab
02323214	60 mg tab
02202484	80 mg tab

Purdue Pharma, the manufacturer of OxyContin, has ceased distribution of OxyContin from the Canadian market and replaced it with a new formulation of long-acting oxycodone called OxyNeo. The NIHB Program will not be adding OxyNeo to the NIHB DBL but will consider requests for OxyNeo on a case by case basis and coverage may be granted in exceptional circumstances (i.e. cancer or palliative pain) when alternatives on the NIHB DBL have failed or are not appropriate. This decision by the NIHB Program was made upon recommendations from the NIHB Drug Use Evaluation Advisory Committee (DUEAC) and the NIHB Pharmacy and Therapeutics (P&T) Committee.

The NIHB DBL lists various other options for the treatment of pain including short and long acting opioids such as codeine, morphine, hydromorphone or fentanyl patches, Over-the-Counter (OTC) preparations of acetaminophen, OTC and prescription non-steroidal anti-inflammatory drugs (NSAIDs) and medications for neuropathic pain.

Clients who have received coverage of OxyContin from the NIHB Program in the three (3) months prior to February 15, 2012 will be eligible for coverage of OxyNeo.

Changes to NIHB's Lowest Cost Equivalent Drug Policy

The NIHB Program covers the Lowest Cost Equivalent (LCE) drug, which is often a generic drug. Generic drugs are considered for inclusion on the NIHB formulary based on provincial interchangeability lists and other relevant factors. The policy of the NIHB Program is to reimburse only the best price (lowest cost) alternative product in a group of interchangeable drug products. Pharmacists must follow their provincial or territorial pharmacy legislation and policies to identify interchangeable products and to select the lowest-priced brand.

The NIHB policy to reimburse the best price alternative product also applies to generic products not deemed interchangeable by the province or generic products not listed on the provincial formulary. For these drugs, the NIHB Program will only reimburse up to the best price (lowest cost) generic product available in the provincial formulary. If the pharmacist chooses a generic that is covered by the NIHB Program, but is not listed on the provincial formulary or interchangeability list, the claim will be reimbursed to the maximum of the provincially listed LCE price and the higher costs will not be reimbursed.

If the client cannot take the LCE drug as a result of an adverse reaction to it, the NIHB Program may consider coverage of other interchangeable products at a higher cost. In such circumstances, pharmacy providers must seek prior approval from the NIHB Program. In the case of adverse

reaction to a drug, pharmacists should acquire from the prescriber a completed and signed *Canada Vigilance Adverse Reaction Reporting Form*, as well as the prescription with 'No Substitution' or 'No Sub' written on it by hand. A copy of the form should then be sent by the pharmacy provider to the Canada Vigilance Program for review.

Pharmacy Change of Ownership or New Registration

When changing ownership of a pharmacy or registering/re-registering a new pharmacy, please advise Express Scripts Canada immediately, allowing Express Scripts Canada adequate time to make changes/updates within the adjudication system. A new

Express Scripts Canada Pharmacy Provider Agreement is required to be completed, including the effective date.

Fax *all* pages of the Agreement to fax number **905-712-0669** with a cover sheet advising the reason for the new agreement:

- Change of Ownership
- New opening/registration
- NIHB re-registration to Express Scripts Canada

Note A provider **must** first register with Express Scripts Canada before submitting claims.

Changes in the NIHB Prescription Monitoring Program (Stimulants and National Approach)

In September 2011, the NIHB Prescription Monitoring Program (PMP) was expanded on a national basis. To further enhance client safety, the NIHB Program has added stimulants such as Ritalin to the PMP. There are now three classes of drugs that are under surveillance by the Program (opioids, benzodiazepines and stimulants) for possible misuse or abuse.

Policy Change - Audiologists as Recognized Prescribers

To facilitate access to audiology benefits, NIHB Program has made the following changes to its MS&E policy:

- Effective January 1, 2012, the NIHB Program recognizes audiologists as valid prescribers of audiology equipment and supplies.
- A prescription from an audiologist will be accepted as a referral to a hearing aid practitioner.
- It will be the audiologists' responsibility to contact the local Health Canada Regional Office to obtain prior approval for coverage of a hearing test or hearing aid equipment and supplies.
- Audiologists are to enter their college registration number in the province where they practice in the **Prescriber ID** field on the *NIHB Medical Supplies and Equipment Claim Form*. For the provinces/territories with no college or regulatory body we recommend that audiologists use their membership number with CASLPA or CAA. Audiologists are to enter "99" in the **Prescriber ID Reference Number** field on the *NIHB Medical Supplies and Equipment Claim Form* until a code is created for them.

Provider Guide for Medical Supplies and Equipment

The Provider Guide for Medical Supplies and Equipment has been updated to include updates to the NIHB Program's MS&E policies. The new version of the guide will be posted to the Health Canada website in the near future.

Change in Address for NIHB Headquarters

The NIHB Program would like to inform Pharmacy providers that effective March 26, 2012, the NIHB Headquarters office including the Drug Exception Centre will be relocated to the following addresses:

Pharmacy Benefits
Non-Insured Health Benefits Program
First Nations and Inuit Health Branch
Health Canada
AL 1902A
2nd Floor, Jeanne Mance Building
200 Eglantine Driveway
Ottawa, ON K1A 0K9

Drug Exception Centre (DEC)
Non-Insured Health Benefits Program
First Nations and Inuit Health Branch
Health Canada
AL 1902D
2nd Floor, Jeanne Mance Building
200 Eglantine Driveway
Ottawa, ON K1A 0K9

REMINDERS

Mandatory Information for Foot Orthotics Requests

To ensure NIHB clients receive timely service and to minimize their administrative burden, providers are reminded that NIHB requires the submission of a *Bio-Mechanical Assessment and Item Order Form* to assess requests for prior approval. If this information is not provided, there may be delays in assessing requests.

Units of Measure for Claim Quantities

In general, claim quantities are the number of units dispensed wherever possible (i.e., number of tablets, capsules, millilitres, grams, etc.). For products that are dispensed in packages (i.e., oral contraceptives, inhalers), submit claim quantities according to your provincial public plan convention. For example, pharmacies in Saskatchewan and Ontario submit inhalers as a package of one (1).

NIHB Pharmacy Claims Submission Kit/NIHB Medical Supplies and Equipment Claims Submission Kit

Both Kits can be downloaded from the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre to request a copy.