

NEW INFORMATION

Updated Provider Guide for Pharmacy Benefits

The Provider Guide for Pharmacy Benefits has been updated to reflect current NIHB Program policies. The guide is available on the NIHB website at: www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/drug-med/2016-prov-fourm-guide/index-eng.php.

Change in Listing Status of Docusate Sodium and Docusate Calcium

Effective September 13, 2016, all docusate sodium and docusate calcium products, including combination products, will become non-benefits. The NIHB Drugs and Therapeutics Advisory Committee recommended the change in listing status following the review of clinical trials as docusate products have not shown any evidence of efficacy. For more information on the use of docusate for constipation, please see: www.cadth.ca/dioctyl-sulfosuccinate-or-docusate-calcium-or-sodium-prevention-or-management-constipation-review.

Please note that the NIHB Program covers a full range of products to treat and prevent constipation including:

- PEG products
- Lactulose
- Bisacodyl and sennosides tablets
- Fibre supplements
- Glycerine and bisacodyl suppositories
- Enemas and others

A full listing of products is available at: www.health.gc.ca/dbl.

NIHB Northern Regional Office (for Pharmacies Dispensing MS&E)

Effective December 1, 2015 the Northern Regional office has moved to a new location in Ottawa. In addition to this, the management of MS&E prior approvals (PA) has been centralized for all three territories (Yukon, Nunavut and Northwest Territories). For this reason, MS&E PA requests and inquiries for these territories should be directed to the following location:

Non-Insured Health Benefits
Northern Region, Health Canada
Tupper Building
2720 Riverside Drive, 4th Floor
Address Locator: 6604C
Ottawa, Ontario K1A 0K9

Toll free: 1-888-332-9222

Fax (Toll free): 1-800-949-2718

New Pharmacy and MS&E Fillable Claim Forms

For easy and convenient claims submission, fillable claim forms will be available on the provider website on April 1, 2016. The Pharmacy Claim Form is available at www.provider.express-scripts.ca/documents/Pharmacy/Forms/English/NIHB Pharmacy Claim Form.pdf and the MS&E Claim Form is available at www.provider.express-scripts.ca/documents/Medical Supplies and Equipment/Forms/English/NIHB MSE Claim Form.pdf.

Please download and use the updated forms when submitting manual claims.

Provider Guide for Medical Supplies and Equipment Benefits

The Provider Guide for Medical Supplies and Equipment (MS&E) will be published in Spring 2016 to reflect current NIHB Program policies.

REMINDERS

NIHB Program Inquiries and Requests

To ensure a timely response, please direct provider requests to the appropriate area (contact information is included on the last page of the newsletter):

- Express Scripts Canada for new registrations, claims and Program questions
- NIHB Drug Exception Centre for Medications requiring Prior Approvals
- Health Canada Regional Office for Medical Supplies and Equipment Prior Approvals

Importance of Providing Current Provider Information

It is important that the most current provider information is given to Express Scripts Canada, otherwise providers may not receive new and important information from NIHB and Express Scripts Canada regarding NIHB coverage, claims submission procedures, etc.

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

- Email address, fax number, phone number and/or *correction* to your current address.

NIHB Program and Express Scripts Canada Contact Information can be found on the last page of this NIHB Newsletter.

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

These types of changes include:

- Usual and Customary (U&C) dispensing fee, new complete address (e.g., moved), bank information and/or name and/or ownership of your business.
- Providers must notify Express Scripts Canada when a pharmacy location closes and where the clients' files will be transferred.

The *Modification to Pharmacy/Medical Supplies & Equipment Provider Information Form* can be downloaded from

[www.provider.express-scripts.ca/documents/Pharmacy/Forms/English/Modification to Pharmacy and Medical Supplies and Equipment Provider Information Form.pdf](http://www.provider.express-scripts.ca/documents/Pharmacy/Forms/English/Modification%20to%20Pharmacy%20and%20Medical%20Supplies%20and%20Equipment%20Provider%20Information%20Form.pdf).

Pharmacy Change of Ownership or New Registration

Important Message

When changing ownership of a pharmacy or registering/re-registering a new pharmacy, please advise Express Scripts Canada immediately. Express Scripts Canada requires 10 business days to make changes/updates within the adjudication system. A new **fully completed Express Scripts Canada Pharmacy Provider Agreement** noting the effective date of the pharmacy is required. Please include a **cover page with the Agreement including the effective date, the current phone number and email address for the contact at the pharmacy and the reason for the request for registration** (e.g., new pharmacy opening or ownership change, etc.).

Note: All fields on Page 18 of the *Express Scripts Canada Pharmacy Provider Agreement* must be *completed in full*. Ensure pages 15 and 20 are signed by the owner or director of the business and include the **date** the Agreement was signed.

Download the Agreement from [www.provider.express-scripts.ca/documents/Pharmacy/Forms/English/Pharmacy Provider Agreement.pdf](http://www.provider.express-scripts.ca/documents/Pharmacy/Forms/English/Pharmacy%20Provider%20Agreement.pdf) and fax all pages to **1-855-622-0669** with a cover sheet advising the reason for the new Agreement:

- Change of Ownership
- New opening/registration (including effective date)
- NIHB re-registration to Express Scripts Canada

Provider numbers are not activated until Express Scripts Canada receives the pharmacy college and Health Canada approvals to proceed with registration. Providers are contacted by the Provider Relations Department the week to a few days prior to the opening/effective date of the pharmacy.

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

New Pharmacy Openings

New pharmacy providers must advise Express Scripts Canada that they have had their pharmacy college inspection and have been approved by the college prior to Express Scripts Canada activating their profile. Any changes (e.g., legal name, operating name, address, etc.) must be updated with the college before Express Scripts Canada can process these modifications. Please provide an **alternate phone number and email address** for the contact person at the pharmacy, if the direct phone number for the pharmacy has not yet been activated.

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

Pharmacy Extended Hours

Monday to Friday:
6:30 a.m. to midnight (ET)
Saturday, Sunday and Statutory Holidays:
8 a.m. to midnight (ET)

MS&E Extended Hours

Monday to Friday:
6:30 a.m. to 8:30 p.m. (ET)
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 Relations Department & Provider Agreements

Fax Completed

Pharmacy/MS&E Provider Agreements 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

PHARMACY BENEFITS

Drug Exception Centre (DEC)

PRIOR APPROVALS

Pharmacy Benefits

1-800-580-0950 (English)
1-800-281-5027 (French)
Fax No.: 1-877-789-4379

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/Yukon	1-888-332-9222
Ontario	1-800-881-3921
Quebec	1-877-483-1575
Saskatchewan	1-866-885-3933

INQUIRIES

Pharmacy/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/Yukon	1-888-332-9222
Ontario	1-800-881-3921
Quebec	1-877-483-1575
	1-514-283-1575
Saskatchewan	1-866-885-3933

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

**For First Nation residents only.
For non-residents and Inuit, contact the Alberta region.*