



NEW INFORMATION

Celecoxib Coverage Status

On July 5, 2017, the NIHB Program changed the coverage status for celecoxib (Celebrex and generics) to an open benefit medication. Previously, this was a limited use benefit with criteria. As with any brand name product that has generic equivalents, only the best price (lowest cost) alternative product in a group of interchangeable drug products will be reimbursed. Pharmacists must follow their provincial/territorial pharmacy legislation and policies to identify interchangeable products and to select the lowest-priced equivalent product.

Opioid Dose Limit Reduction (200 mg)

To ensure the safety of clients, on November 6, 2017, the NIHB Program will lower the dose coverage limit for opioids to 200 mg morphine equivalents per day. The NIHB Program is gradually reducing the opioid dose coverage limit to be in line with prescribing guidelines. This does not apply to clients who are taking opioids for cancer or palliative pain management. Clients who have been receiving opioid treatment which exceeds this new limit may be approved for continued coverage in order to facilitate safely tapering to a lower dose. Pharmacy providers should call the Drug Exception Centre at 1(800) 580-0950 when the dose limit is reached.

Client Eligibility for Naloxone

Health Canada encourages those at risk of an opioid overdose, and people close to them, to have a naloxone kit and the training to use it.

Naloxone is unique from other client-specific medications as it may be requested for personal use or to protect an at-risk person who is close to the client (e.g. family member or friend). When naloxone is being prescribed or recommended by the pharmacist, it should be billed to the NIHB Program under the name of the person requesting it, regardless of whether it is for their personal use or for use on an at-risk person close to them.

British Columbia First Nations Health Authority Benefit Coverage

The British Columbia (BC) First Nations Health Authority (FNHA) assumed responsibility for the design, management, and delivery of supplementary health benefits to First Nations residing in BC in 2013. As a transitional measure, to ensure a smooth transfer of responsibilities and to maintain continuity of health benefits services to clients, NIHB (in part through Express Scripts Canada) has continued to provide claims adjudication and processing services for the pharmacy benefit on behalf of the FNHA since this time.

Effective October 1, 2017, First Nations eligible for FNHA benefit coverage (i.e., those residing in BC) will receive the majority of their pharmacy benefits through BC's PharmaCare Program. NIHB will continue to provide claims adjudication and processing services only for a limited number of pharmacy items not available through PharmaCare following this date. Providers will receive a message at the point of sale when a claim is denied by NIHB because the item is now available for adjudication through the FNHA BC PharmaCare plan.

Providers are invited to direct questions regarding this transition, including questions regarding client eligibility for the FNHA's Health Benefits Program to the FNHA either by dialing the toll-free number at 1(855) 550-5454 or by emailing healthbenefits@fnha.ca.

Updated Fillable Forms

Electronic fillable forms have been updated and are available for download from the NIHB provider website at provider.express-scripts.ca. The newest fillable forms include:

- NIHB Pharmacy Claim Form
- Modification to Pharmacy/Medical Supplies and Equipment Provider Information Form

Quick Reference Sheet – Drug Benefit Coverage for First Nations and Inuit

A Quick Reference Sheet has been created to help pharmacies understand drug coverage under the NIHB Program and when to contact the NIHB Drug Exception Centre. It explains what to do in situations when a medication is not automatically covered.

A copy of the Quick Reference Sheet is attached to this Newsletter and is also available on the provider website at provider.express-scripts.ca/pharmacy/policy-and-program-information. Providers are encouraged to post the Quick Reference Sheet up on a bulletin board or keep it nearby for easy access to contact information.

REMINDERS

Coverage of Generic Methotrexate

The NIHB Program covers certain generic versions of methotrexate pre-filled syringes. The full list of products covered by the Program can be found in the NIHB Drug Benefit List (DBL) available at canada.ca/nihb.

Importance of Providing Current Information

Providers must supply Express Scripts Canada their most up-to-date contact and mailing information, otherwise providers may not receive communications related to NIHB coverage changes and claims submission procedures.

To change provider information, please call the Express Scripts Canada Provider Claims Processing Call Centre:

- Email address
- Fax number
- Phone number
- Correction to your current address

All other provider related changes must be completed on the Modification to Pharmacy/Medical Supplies & Equipment Provider Information Form available on provider.express-scripts.ca and must be signed by the director or owner of the business. These types of changes include:

- Usual and customary (U&C) dispensing fee
- New complete address (e.g., moved)
- Bank or direct deposit information
- Change of managing directors

For a business/operating legal name change or a change of ownership, an Express Scripts Canada representative will contact the provider and request the completion of a new Agreement.

Providers must also notify Express Scripts Canada when a pharmacy location closes and where clients' files will be transferred.

Consulting the Guide for Pharmacy Benefits

Providers are encouraged to consult and retain the most current version of the Guide for Pharmacy Benefits that is available at canada.ca/nihb or provider.express-scripts.ca. In addition, policy changes are communicated via the regular newsletter publication.

NIHB PROGRAM AND EXPRESS SCRIPTS CANADA CONTACT INFORMATION

EXPRESS SCRIPTS CANADA

Provider Claims Processing
Call Centre

Please have your Provider Number readily available

1 (888) 511-4666

Pharmacy Extended Hours

Monday to Friday:
6:30 a.m. to midnight Eastern Time
Saturday, Sunday and Statutory Holidays:
8 a.m. to midnight 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

Fax Pharmacy and MS&E claims to:

1 (888) 249-6098

Provider Relations Department

Fax completed provider agreements to:

1 (855) 622-0669

Other Correspondence

Mail to:

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

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

FIRST NATIONS HEALTH AUTHORITY

PRIOR APPROVALS

British Columbia* (fax number) 1 (888) 299-9222

INQUIRIES

British Columbia* 1 (800) 317-7878

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

NIHB Forms

Download from the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre.

QUICK REFERENCE SHEET - DRUG BENEFIT COVERAGE FOR FIRST NATIONS AND INUIT

What is NIHB?

The **NON-INSURED HEALTH BENEFITS (NIHB) PROGRAM** is a Federal health plan for registered First Nations and recognized Inuit.

What's covered?

Most prescriptions are covered, including many over-the-counter (OTC) drugs. Visit canada.ca/nihb for the **NIHB DRUG BENEFIT LIST**.

How does it work?

Express Scripts Canada processes claims for NIHB. **Payments are processed electronically through the Point of Sale (POS) system**, like other insurance plans.

Is everything automated?

Certain medications require **Prior Approval (PA)** or may be covered as an **exception**. If the POS message "DIN/PIN NOT A BENEFIT" appears, the medication may still be covered.



Call the **NIHB DRUG EXCEPTION CENTRE (DEC)** at **1-800-580-0950** between 8:00 am and 6:00 pm, Monday to Friday.

What if DEC is closed?

For medications requiring a PA, an **emergency supply** of up to seven days may be dispensed when needed urgently to treat serious and urgent health conditions. Call when DEC re-opens to get an authorization number to claim costs.

For general information or claims, contact the **PROVIDER CLAIMS PROCESSING CALL CENTRE** at **1-888-511-4666**, open until midnight, seven days a week or visit provider.express-scripts.ca