



## NEW INFORMATION

### Coverage Status Change for Nabilone

Effective June 24, 2019, nabilone is an Open Benefit for adult clients over 18 years old. In line with the maximum recommended daily dose outlined in the product monograph, the NIHB Program has a dose limit of six (6) milligrams per day. A 30-day dispense coverage limit applies.

### Non-medicated Emollient for Atopic Dermatitis in Children

Effective June 24, 2019, non-medicated emollient cream base is a Limited Use benefit for the treatment of atopic dermatitis in clients age 18 and under, using pDIN 99000385. Clients are eligible for up to 450 grams per month. If a client requires a larger quantity, please contact the Drug Exception Centre for prior approval. Please note, non-medicated emollient creams are subject to short-term dispensing policy and reimbursement is based upon the unit cost per gram of the largest commercially available pack size (e.g. 450 g).

### Benzodiazepine Dose Limit Policy

For client safety, the NIHB Program limits the maximum dose of benzodiazepines that may be reimbursed per month for a client. The dose limit is being gradually lowered. Additionally, the NIHB Program has a 30-day maximum dispense policy for all benzodiazepines.

This dose limit is being further reduced to 30 mg DEQ per day, implemented region-by-region, as follows:

- September 17, 2018: Saskatchewan and Quebec
- November 13, 2018: Atlantic Region
- February 11, 2019: Alberta Region
- May 13, 2019: Ontario and Northern Region
- August 12, 2019: Manitoba and Pacific Region

Providers with clients who exceed the limit will need to call the Drug Exception Centre for prior approval. Abrupt discontinuation of benzodiazepines is not advised. For guidance on tapering and a chart of dose equivalencies, please refer to Appendix B-6 of the [2010 Canadian Guideline for Safe and Effective Use of Opioids for Chronic Non-Cancer Pain](#).

### Non-prescription Treatment Recommendation Policy Replaces the Pharmacist-Initiated Treatment Policy

Effective June 24, 2019, the Pharmacist-Initiated Treatment Policy will be replaced by the Non-prescription Treatment Recommendation Policy. The wording of this policy has been updated to emphasize that it is applicable in all jurisdictions, regardless of the pharmacist scope of practice. The full list of conditions and associated medications is the same as those previously eligible under the Pharmacist-Initiated Treatment Policy, and is available online in the NIHB Guide for Pharmacy Benefits.

### Non-prescription Treatment Recommendation Policy

The NIHB Program will reimburse claims for non-prescription drugs (Schedule II, III and unscheduled) for the conditions listed when recommended by a pharmacist.

The NIHB Program requires providers to maintain documentation related to claims submitted as a result of a pharmacist recommendation; at a minimum this must include the following information:

- date
- name and address, or date of birth of the patient
- proper name, common name, or brand name of the prescribed drug and the quantity thereof
- dosage
- quantity recommended
- signature of the licensed pharmacist, including pharmacist's ID number

Claims submitted according to this policy will be reimbursed for the drug cost and dispensing fee according to NIHB reimbursement policies. All claims are subject to claims verification. The NIHB Program does not compensate pharmacists for client assessment services.

## REMINDERS

### Naloxone

Naloxone injection kits and nasal sprays are open benefits. No prescription is required for coverage. Providers can document a recommendation, as per the Non-Prescription Treatment Recommendation Policy, and bill directly to NIHB.

### Changes to Pediatric Nutrition Coverage

Two changes to pediatric nutrition products come into effect on June 26, 2019. Certain infant formulas will be added as Limited Use benefits, and will be covered when medically necessary until one year of age. Pediatric multivitamins will now be covered until the age of 19 and the list of multivitamins has been expanded. See the [Drug Benefit List](#) (June 2019) for details.

### Importance of Most Current Provider Information

It is important that the most current provider information is provided 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.

Express Scripts Canada Provider Claims Processing Call Centre will only accept a verbal request to change the following important provider information:

- e-mail address
- fax number
- phone number
- and/or 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 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)
- payment information
- and/or name and/or ownership of your business

The *Modification to Pharmacy/Medical Supplies & Equipment Provider Information Form* can be downloaded from the [Provider.express-scripts.ca/pharmacy/forms](http://Provider.express-scripts.ca/pharmacy/forms), or contact the Express Scripts Canada Provider Claims Processing Call Centre to request a copy.

# 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., 10<sup>th</sup> 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

#### First Nations and Inuit Health Branch 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.