



NEW INFORMATION

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. Since March 2013, the Program has gradually been lowering the dose limit, which is currently at 40 mg of diazepam equivalents (DEQ) per day. This dose limit is being further reduced to 30 mg DEQ per day, implemented region-by-region. Additionally, the NIHB Program has a 30-day maximum dispense policy for all benzodiazepines.

Implementation dates for the new 30 mg dose limit are 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
- Manitoba and Pacific Region: to follow

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 see Appendix B-6 of the [2010 Canadian Guideline for Safe and Effective Use of Opioids for Chronic Non-Cancer Pain](#).

Additions to the Pharmacist-Initiated Treatment Policy

NIHB has reviewed and updated the list of medications eligible for reimbursement when prescribed or recommended in accordance with the Pharmacist-Initiated Treatment Policy. New eligible treatments are listed below. The full list is available in the [NIHB Guide for Pharmacy Benefits](#).

Condition	Eligible Schedule 2, 3 and Unscheduled Treatments
Warts	Salicylic acid wart treatments listed in AHFS 84:28.00 of the NIHB DBL

REMINDERS

Contacting the Drug Exception Centre to Request Exceptional Coverage

Pharmacy providers are reminded that, if a claim for prescribed medication is rejected because it is not a listed benefit or exceeds quantity or frequency guidelines, they should call the NIHB Drug Exception Centre (DEC). These requests can be considered for exceptional coverage based on the client's medical need, and the DEC will explain the process of applying for exceptional coverage. The DEC can be reached at 1-800-580-0950, Monday to Friday from 8:00am to 6:00pm.

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

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.