



**EXPRESS SCRIPTS®**

**Express Scripts Canada**

5770 Hurontario Street, 10<sup>th</sup> Floor  
Mississauga, ON L5R 3G5

February 13, 2019

Attention: NIHB Pharmacy Providers

---

**NIHB Drug Exception Centre Closed Due to Winter Storm**

---

Due to a significant winter storm in the Ottawa area, the NIHB Drug Exception Centre (DEC) is closed on Wednesday, February 13, 2019. The DEC call centre is unable to receive calls, and prior approval requests cannot be received or processed.

Providers are reminded of the emergency supply process according to which, providers may immediately dispense a short course of medication (up to 7 days' supply) in urgent cases, when the DEC is closed. For audit purposes, please document the reason for the emergency prescription fill, refill or replacement as due to "**DEC closure (13 February 2019)**".

In order to receive payment for the emergency dispense, Pharmacy Providers must contact DEC on the next business day for a back-dated approval. This approval number must be included when submitting the emergency supply claim.

Providers are to follow the usual prior approval process to dispense the balance of the prescription.

Additional information, is available in the NIHB Provider Guide for Pharmacy Benefits, Section 3.6 Emergency Supply Process.

Please note that the NIHB electronic claims processing system is unaffected, so open benefit claims can be submitted as usual.

If you have any questions, please contact Express Scripts Canada at:  
NIHB Provider Claims Processing Call Centre  
1-888-511-4666  
Monday to Friday from 6:30 a.m. to midnight ET,  
Saturdays, Sundays and holidays from 8 a.m. to midnight (ET).

We apologize for any inconvenience this may have caused.

Sincerely,

Express Scripts Canada

Telephone: 1-888-511-4666 Fax: 1-855-622-0669

 [@ExpressRxCanada](#)

 [Express Scripts Canada](#)