



February 7, 2019

IMPORTANT INFORMATION: FOR PHARMACY PROVIDERS

Non-Insured Health Benefits (NIHB) Program: NETWORK DISRUPTION AFFECTING PRIOR APPROVAL OF NIHB PHARMACY CLAIMS

Indigenous Services Canada (ISC) is experiencing significant network delays that are affecting the ability of the Non-Insured Health Benefits (NIHB) Program to process prior approval requests for limited use and exception drug benefits. ISC is working diligently to fix the problems with the network. We sincerely apologize for the inconveniences that have resulted due to this situation.

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

Until this situation is resolved, the NIHB Program is **opening up many limited use medications so they can be submitted as open benefits without prior approval.** If you are presented with an eligible client prescription for a limited use medication, please attempt to submit the claim electronically as open benefit.

If the claim can't be processed as open benefit, or if a pharmacist is not comfortable providing the full course of medication without prior approval, **providers can dispense an emergency supply of medication for up to seven days.** When the network disruption is resolved, pharmacy providers must contact the NIHB Drug Exception Centre in order to receive a prior approval for the emergency dispense. The usual prior approval process to dispense the balance of the prescription applies.

Providers may contact the Express Scripts Canada Provider Claims Processing Call Centre at 1-888-511-4666 or the NIHB Drug Exception Centre at 1-800-580-0950. Please note that you may experience longer than usual wait times.

We apologize for the inconvenience, and are working to resolve the situation as quickly as possible.