



**February 28, 2019**

## **IMPORTANT INFORMATION: FOR PHARMACY PROVIDERS**

### **Non-Insured Health Benefits (NIHB) Program: NIHB PHARMACY BENEFIT PRIOR APPROVALS - RESUMPTION OF NORMAL OPERATIONS**

Indigenous Services Canada (ISC) is pleased to report the resolution of a network disruption that had impacted the Non-Insured Health Benefits (NIHB) Program.

The network disruption had affected the NIHB Program's ability to process prior approval requests for limited use and exception pharmacy benefits in a timely manner. A broadcast message sent by Express Scripts Canada on February 7, 2019, notified pharmacy providers that the prior approval requirement for many limited use drugs would be temporarily lifted to allow these claims to be submitted as open benefits without prior approval, until the network issues and associated processing delays were resolved.

**The network that supports NIHB Program operations is now functioning normally, allowing NIHB to process prior approval requests within usual service standards. Therefore, on Friday, March 1 at 9:00am, the NIHB Program will re-instate the normal prior approval requirements and procedures for limited use and exception drug benefits.**

The NIHB Program sincerely thanks pharmacy providers for their cooperation, and apologizes for the inconveniences that resulted from this situation.

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 with any further questions.