



**NON-INSURED HEALTH BENEFITS PROGRAM (NIHB)
PROCESS TO CONFIRM CLIENT ELIGIBILITY FOR A
PAIR OF CUSTOM-MADE FOOT ORTHOTICS**

Please note the following information should have been included in the fax sent to providers on September 30, 2016:

Before dispensing a pair of custom-made foot orthotics, providers must call the Express Scripts Canada Provider Claims Processing Call Centre at 1-888-511-4666 to confirm client eligibility for the benefit (i.e. at least two years since last date of service).

The full text of the original fax is included below for ease of reference. The NIHB Program apologizes for any inconvenience this may have caused.

Effective October 17, 2016, the NIHB Program is standardizing the price for a pair of custom-made foot orthotics, also known as Custom-Made Internal Footwear Devices, in all regions. The Program will accept claims for **a pair of custom-made foot orthotics (CMFO) up to a maximum of \$450.00.**

To facilitate access to CMFO, the NIHB Program will **temporarily remove the requirement for a prior approval (PA) on a pair of CMFO (Benefit Code: 99400624)** for a period of 12 months (October 17, 2016 to October 16, 2017). Over this period, providers will be able to submit claims directly to Express Scripts Canada without requiring a PA from the regional office. For client reimbursement requests, please send these to the Health Canada regional office [<http://www.hc-sc.gc.ca/contact/fniah-spnia/fnih-spni/nihbr-ssnar-eng.php>]. The purpose of this trial period is to assess whether it is feasible to remove the PA requirement on an ongoing basis.

To support the implementation of this initiative, the Next Day Claims Verification Program (NDCVP) will be reinstated on the pair of CMFO. Express Scripts Canada will review a sample of randomly selected CMFO cases via the NDCVP to confirm adherence to the NIHB Program's policy, guidelines, and criteria.

Claims Verification Process:

- On behalf of the Program, Express Scripts Canada will contact selected providers to request all supporting documentation outlined in the CMFO policy. These requests will typically be made by fax.
- Providers will have a maximum of two weeks to respond to the request. Failure to submit required documentation will result in recoveries or claim reversals.

- Health Canada will be responsible for directing recovery of monies through Express Scripts Canada when necessary.

Please note that the following CMFO and services* will continue to require a PA from the NIHB regional office:

- Custom-made internal footwear device, left (code 99400169)
- Custom-made internal footwear device, right (code 99400170)
- Custom-made internal footwear devices, repairs (code 99400781)
- Early replacement of the custom-made foot orthotics
- Request for items above the frequency limits
- Request for funding above the approved maximum

*To find information on CMFO and services covered, visit the Orthotics and Custom Footwear Benefits List, *section 3.6 Custom-Made Internal Footwear Device* [<http://www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/provide-fournir/med-equip/criter/ortho-orthe-eng.php>].