

For our Medical Supply and Equipment Providers

Winter 1999/2000

NEWS AND VIEWS

By the time you receive this newsletter, we will have moved past January 1, 2000, and into First Canadian Health's second year of operations as the claims processor for the Non-Insured Health Benefits (NIHB) Program for Medical Services Branch (MSB), Health Canada.

As always, your comments and questions are welcome. Please call our First Canadian Health (FCH) NIHB Toll-Free Inquiry Centre's Customer Service Representatives at **1-888-471-1111**, or send your correspondence to our mailing address.

We wish you the best for the New Year, and thank you for your continued support.

Indian & Inuit Health Services
Suite 1816, 18th Floor, Maritime Centre
1505 Barrington Street,
Halifax, Nova Scotia B3J 3Y6

Telephone numbers remain the same, and are:
1-800-565-4446 426-2656 (in Halifax)

QUEBEC MSB TOLL-FREE NUMBER

Starting from January 15, 2000, MS&E providers contacting the regional MSB office in Quebec for Medical Supplies and Equipment (MS&E) prior approvals, should note that the new toll-free number is:

1-877-483-1575

FIRST CANADIAN HEALTH ADDRESS

Please direct any written communication or paper claims to the following address:

First Canadian Health (FCH)
NIHB Claims Processing Department
3080 Yonge Street, Suite 3002
Toronto, ON
M4N 3N1

UPDATED DIRECTORY

Attached is an updated directory reflecting Medical Services Branch (MSB) changes. Please discard the previous version from your Medical Supply and Equipment Provider Information Kit (MPIK), and insert the updated directory.

SASKATCHEWAN MSB REGIONAL OFFICE

The MSB Regional Office in Saskatchewan has moved. Prior approvals for Medical Supplies and Equipment (MS&E) items should be sent to the following address:

Health Canada
Medical Services Branch (MSB)
18th Floor, 1920 Broad Street,
Regina, Saskatchewan
S4P 3V2

Telephone numbers remain the same, and are:
(306) 780-5014 (306) 780-7790 (306) 780-6017

Y2K COMPLIANCE

First Canadian Health (FCH) has addressed the Year 2000 issue and has taken all appropriate actions to remedy potential problems with the Health Information and Claims Processing System (HICPS). No disruptions in service are anticipated. Should you encounter a service problem after January 1, 2000, please contact the First Canadian Health (FCH) NIHB Toll-Free Inquiry Centre at 1-888-471-1111.

ATLANTIC MSB REGIONAL OFFICE

The MSB Regional Office for Atlantic Region has moved. Prior approvals for Medical Supplies and Equipment (MS&E) items should be sent to the following address:

Health Canada
Medical Services Branch (MSB)

NISGA'A VALLEY HEALTH BOARD

Effective August 31, 1999, the Nisga'a Valley Health Board has assumed complete management of Medical Supplies and Equipment (MS&E) benefits provided to its members and Nisga'a claims became ineligible for payment through Health Canada's NIHB Health Information and Claims Processing System (HICPS) operated by First Canadian Health (FCH).

The Nisga'a Valley Health Board represent members of the following bands:

671 - Gingolx (Kincolith)
677 - Gitlakdamix (New Aiyanish)
678 - Lakalzap (Greenville)

Nisga'a clients are provided with a Nisga'a Care Card which indicates the Great-West Life Plan #51364, as well as a unique personal identification number. This number is used to bill for non-prior approval items as per usual third party billing procedures. Providers requiring prior approval for Medical Supplies and Equipment (MS&E) benefits should call **1-888-808-9459**, or fax requests to the Nisga'a Valley Health Board NIHB office at **1-250-615-5192**.

For information on Nisga'a client eligibility, or to receive information on the Nisga'a Valley Health Board Medical Supplies and Equipment (MS&E) benefit plan, please contact the Nisga'a Valley Health Board NIHB office at **1-888-808-9459**.

LABRADOR INUIT HEALTH COMMISSION

Payment of Non-Insured Health Benefits (NIHB) for eligible Labrador Inuit Association (LIA) members with a **permanent residency in Newfoundland/Labrador** are covered by the Labrador Inuit Health Commission (LIHC) including those members temporarily residing outside the area such as students attending university.

Please submit your drug claims for the above LIA members to:

Labrador Inuit Health Commission

P.O. Box 234
North West River, Labrador
A0P 1M0
Attention: Shirley Montague
Telephone: (709) 497-8371
Fax: (709) 497-8810

LIA claims with dates of service on or after September 1, 1999 for eligible LIA members with a permanent residency in Newfoundland/Labrador **are no longer eligible** for payment through Health Canada's NIHB Health Information and Claims Processing System (HICPS) operated by First Canadian Health (FCH). These claims are displayed on your Pharmacy Claims Statement with an R30 message (CLIENT HAS ALTERNATIVE COVERAGE)

Claims for all other eligible LIA members with a **permanent residency outside the province of Newfoundland/Labrador** are covered by the Medical Services Branch (MSB) in the region where they reside. These claims are eligible for payment through Health Canada's NIHB Health Information and Claims Processing System (HICPS) operated by FCH.

MIAWPUKEK CLIENTS - BAND #047

Payment of Non-Insured Health Benefits (NIHB) for

members of Band #047 Miawpukek (formerly known as Conne River) **who have permanent residency in Newfoundland and Labrador** are now covered by the Miawpukek Conne River Health & Social Services. Please submit your Medical Supplies and Equipment (MS&E) claims for Miawpukek clients (Band #047) to:

Conne River Health & Social Services

P.O. Box 160
Conne River, Newfoundland
A0H 1J0
Attention: Josephine MacDonald
Telephone: (709) 882-2710
Fax: (709) 882-2836

Therefore, for members of Miawpukek (Conne River) with a permanent residency in Newfoundland and Labrador, claims with dates of service on or after October 1, 1999 **are no longer eligible** for payment through Health Canada's NIHB Health Information and Claims Processing System (HICPS) operated by First Canadian Health (FCH).

Claims for all other eligible Miawpukek (Band #047 clients) with a permanent residency outside the province of Newfoundland and Labrador are still covered by the MSB office in the region where they reside. These claims are eligible for payment through Health Canada's NIHB Health Information and Claims Processing System (HICPS) operated by FCH.



First Canadian Health Management Corporation Inc. NIHB Toll-Free Inquiry Centre **1-888-471-1111**

NIHB Claims Department, 3080 Yonge Street, Suite 3002, Toronto, ON M4N 3N1
Monday to Friday: 6:30 am to 8:30 pm (eastern standard time)

General Information Client Eligibility Benefit Eligibility Billing and Payment

**** Please have your provider ID number ready when calling ****

MEDICAL SERVICES BRANCH NIHB REGIONAL OFFICES Prior Approval Requests Only

Alberta	1-800-232-7301	Québec	1-877-483-1575
Ontario	1-800-580-0950	Saskatchewan	1-800-667-3515
Yukon	(867)-667-3942	British Columbia	1-800-665-2289
Atlantic	1-800-565-4446	Northwest Territories/ Nunavut	1-800-259-5611

MEDICAL SERVICES BRANCH REGIONAL OFFICES

Atlantic

Health Canada
Medical Services Branch
Indian & Inuit Health Services
Suite 1816, 18th Floor, Maritime Centre
1505 Barrington Street
Halifax, Nova Scotia B3J 3Y6
1-800-565-4446
(in Halifax) 426-2656

Québec

Health Canada
Medical Services Branch
Guy-Favreau Complex
200 René-Lévesque Boulevard West
Suite 210, East Tower
Montréal, Québec H2Z 1X4
1-877-483-1575

Ontario

Health Canada
Medical Services Branch
1547 Merivale Road, 3rd Floor
Postal Locator 6103A
Nepean, Ontario K1A 0L3
(613) 952-0145

Manitoba

Health Canada
Medical Services Branch
391 York Avenue
Suite 300
Winnipeg, Manitoba R3C 4W1
1-800-665-8507
(in Winnipeg) 983-8886

Saskatchewan

Health Canada
Medical Services Branch
1920 Broad Street, 18th Floor
Regina, Saskatchewan S4P 3V2
1-800-667-3515
(in Regina) 780-8267, 780-8257
780-6254, 780-5438, 780-5441

Alberta

Health Canada
Medical Services Branch
9700 Jasper Avenue
Suite 730, Canada Place
Edmonton, Alberta T5J 4C3
1-800-232-7301
(in Edmonton) 495-2694

British Columbia

Health Canada
Medical Services Branch
540-757 West Hastings Street
Vancouver, B.C. V6C 3E6
Provider Line: 1-800-665-2289
Fax Line: 1-888-299-9222

Yukon

Health Canada
Medical Services Branch
300 Main Street, Suite 100
Elijah Smith Building
Whitehorse, Yukon Y1A 2B5
(867) 667-3942

Northwest Territories/Nunavut

Health Canada
NWT/Nunavut Liaison
Non-Insured Health Benefits (NIHB) Program
Medical Services Branch
Room 1979C
Jeanne Mance Building
Tunney's Pasture, Postal Locator 1919C
Ottawa, Ontario K1A 0L3
1-800-259-5611
Fax Line: 1-877-854-4591