

For our Medical Supplies and Equipment Providers

Winter 2001-2002

NEWS AND VIEWS

Welcome to the winter 2001-2002 edition of our NIHB quarterly newsletter. We are now into our fourth year of operations as the claims processor for the NIHB Program of the First Nations and Inuit Health Branch (FNIHB) of Health Canada.

Again, we would like to thank you for your support as you continue to provide quality health services to First Nations and Inuit clients of the NIHB Program.

As always, your comments and questions are welcome. Please call our Toll-Free Inquiry Centre Representatives at **1-888-471-1111**, or send your correspondence to:

FCH Provider Relations
3080 Yonge Street, Suite 3002
Toronto ON M4N 3N1

REPAIRS TO MEDICAL SUPPLIES AND EQUIPMENT

Under the NIHB Program, repairs to MS&E items no longer require a prescription from a medical doctor. This applies to both the repairs and the necessary replacement parts if associated with a repair. As you know, the prescriber ID field is a mandatory field on the NIHB MS&E claim form and claims submitted without the prescriber ID are rejected to the provider with an R14 code.

In order to facilitate the processing of claims for repairs, we are requesting that, when submitting claims for repairs, providers indicate '999Repair' in the prescriber ID field for each claim line that pertains to both repair labour and replacement parts associated with repairs for MS&E items.

Claims for repairs to MS&E items which are missing this mandatory information ('999Repair') will be rejected on the NIHB MS&E Claim Statement with an R14 error 'INSUFFICIENT BENEFIT INFORMATION TO ADJUDICATE CLAIM'.

BAND AND FAMILY NUMBER ON NIHB MS&E CLAIM FORMS

The Band and Family number on the NIHB MS&E claim form does not apply to Inuit or Innu clients. Please complete these two sections in the client information section only if the client is a registered Indian.

QUESTIONS CONCERNING PRICING

For all questions concerning pricing on MS&E items which do not require prior approval, providers must now contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**. Your question will be researched and feedback will be provided before the end of the next business day.

For all questions concerning pricing on MS&E items which require prior approval, providers must continue to contact the appropriate Regional FNIHB Office.

For the telephone number, check the directory inserted in the pocket of the MS&E Provider Information Kit binder.

MANDATORY FIELDS ON THE NIHB MS&E CLAIM FORM

Providers must submit claims with all mandatory fields completed where marked with an asterisk on the new NIHB MS&E claim form, including completion of the full "Client Address" field.

Claims missing mandatory information will be returned to providers for completion and resubmission.

To order supplies of the new NIHB MS&E claim form, call the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**.

NEW TELEPHONE NUMBER AND FAX NUMBER FOR THE NISGA'A VALLEY HEALTH BOARD

MS&E providers requiring prior approval of services for Nisga'a First Nations must call 1-888-233-2212 or **(250) 633-5000**, or fax requests to the Nisga'a Valley Health Board NIHB office at **(250) 633-2512**.

For information on Nisga'a First Nations client eligibility, or to obtain information on the Nisga'a Valley Health Board MS&E plan, please contact the Nisga'a Valley NIHB office at **1-888-233-2212**.

The Nisga'a Valley Health Board represents the following First Nations Bands:

- 671 – Gingolx (Kincolith)
- 677 – Gitlakdamix (New Aiyanih)
- 678 – Lakalzap (Greenville)
- 679 – Gitwinksihlkw (Canyon City)

Attached are replacement pages for your NIHB MS&E Provider Information Kit (MPIK). These pages include updated kit pages and directory of Regional FNIHB Offices. Please remove the existing pages, and insert the revised ones.