

For our Medical Supplies and Equipment Providers

Summer 2004

NEWS AND VIEWS

Welcome to the summer 2004 edition of the Non-Insured Health Benefits (NIHB) quarterly newsletter. First Canadian Health (FCH) is now in its sixth year of operations as the claims processor for the NIHB Program of the First Nations and Inuit Health Branch (FNIHB) of Health Canada.

Again, FCH 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 contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**, or send your correspondence to:

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

CLIENT CALLS

MS&E providers are requested to direct client inquiries to the appropriate FNIHB Regional Office. Please refer to the Directory insert in the pocket of your *NIHB MS&E Provider Information Kit* (MPIK) for the telephone number and address of each FNIHB Regional Office.

The FCH NIHB Toll-Free Inquiry Centre provides services to NIHB providers only.

Providers can download a current version of the *NIHB MS&E Provider Information Kit* (MPIK) at the NIHB website:

www.hc-sc.gc.ca/fnihb-dgspni/fnihb/nihb

Providers without internet access can contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**.

FREQUENCY LIMIT FOR GLOVES (ITEM # 99400318)

On November 1, 2003, the frequency limit for gloves (item # 99400318) changed from 400 individual gloves to 12 boxes of gloves (100 gloves per box) per year. To verify if your client is eligible to receive gloves at this time, please call the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**.

PRESCRIPTION NUMBER

Providers are reminded that the prescription number field should not be left blank on paper claims. It should be filled with a unique number assigned by the MS&E provider for the item dispensed. Please note that claims will be rejected if the same prescription number is used for two items on the same date of service.

For further information on the data elements required on NIHB MS&E claim forms, please refer to Section 7.5 of the *NIHB MS&E Provider Information Kit* (MPIK).

CHANGE OF PROVIDER CONTACT INFORMATION

Providers are reminded to contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111** when there is a change of address or telephone/fax number. Failure to update your contact information may result in a delay of receiving payments and/or receiving important provider communication.