

For our Medical Supplies and Equipment Providers

Summer 2007

NEWS AND VIEWS

Welcome to the summer 2007 edition of the Non-Insured Health Benefits (NIHB) quarterly newsletter. First Canadian Health (FCH) is now in its ninth 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

NIHB PROGRAM REMINDERS

HEARING AID BATTERIES

When billing the NIHB Program for hearing aid batteries, please bill by the number of batteries and not by package. For example, when billing for a single package of four batteries, bill for four batteries and not one package. This allows the program to maintain an accurate account of the number of batteries dispensed to the client.

The frequency limit for hearing aid batteries is 12 batteries in a three month period, for each ear. Should you have questions on billing procedures for items on the NIHB medical supply and equipment (MS&E) benefit list, please consult the MS&E Benefits and Criteria section of the NIHB MS&E Health Provider Information Kit, or contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**.

CHANGES TO THE STATUS OF YOUR PRACTICE?

NIHB providers must advise FCH Provider Relations of any changes to the status of their practice. This includes changes of ownership, change of address or other contact information, opening additional locations and closing of a particular location.

Should you need to contact FCH Provider Relations, please write to them at the address listed in the 'News and

Views' box on the front of your newsletter, or call the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**.

DOUBLE CHECK ITEM CODES WHEN SUBMITTING CLAIMS

A frequent problem encountered during audits is the use of incorrect item numbers on a claim. MS&E items have specific numbers for each size or quantity of product; for example, AeroChamber® Valved Holding Chambers, which vary in size according to a patient's needs. A good way to avoid reclaim is to double check that the correct item number is on the claim before submitting.

HOURS OF OPERATION FOR THE FCH NIHB TOLL-FREE INQUIRY CENTRE

The FCH NIHB Toll Free Inquiry Centre's regular business hours are 7:30 a.m. to 5:30 p.m. (local time in each region) Monday to Friday. The Toll-Free Inquiry Centre is closed on weekends and statutory holidays. In the next twelve (12) months, these dates will be:

- July 2, 2007, Canada Day (Memorial Day in Newfoundland)
- September 3, 2007, Labour Day
- October 8, 2007, Thanksgiving Day
- December 25, 2007, Christmas Day
- December 26, 2007, Boxing Day
- January 1, 2008, New Year's Day
- March 21, 2008, Good Friday
- May 19, 2008, Victoria Day (Journée nationale des Patriotes in Quebec)

To download the current version of the NIHB Medical Supplies and Equipment Health Provider Information Kit from the NIHB website, visit:

www.healthcanada.gc.ca/nihb

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