

NEW INFORMATION

Client Reimbursement for MS&E Items

Providers are advised to inform NIHB clients that if an item is paid for up-front by the client, reimbursement will only be approved if the item is an eligible benefit and if the client meets NIHB coverage criteria for the item.

If these conditions are not met, the client will not be approved for reimbursement. Providers should contact their local Health Canada Regional Office to verify client eligibility for a specific MS&E item.

Note: When the cost of a MS&E item is fully covered through a public/private health care plan and NIHB clients are eligible for coverage through this plan, the NIHB Program will not approve requests for co-payment to upgrade the item. Client reimbursement will not be provided in these circumstances if the client chooses to pay out-of-pocket for the upgrade.

New MS&E Fillable Claim Forms

For easy and convenient claims submission, fillable claim forms will be available on the provider website on April 1, 2016. (www.provider.express-scripts.ca/documents/Medical_Supplies_and_Equipment/Forms/English/NIHB_MSE_Claim_Form.pdf). Please download and use the updated forms when submitting manual claims.

Provider Guide for Medical Supplies and Equipment

The Provider Guide for Medical Supplies and Equipment (MS&E) will be published in the Spring 2016 to reflect current NIHB Program policies.

REMINDERS

MS&E Change of Ownership or New Registrations

When changing ownership of MS&E retail services or registering/re-registering a new retail store, providers need to advise Express Scripts Canada immediately. A new *Express Scripts Canada Medical Supplies and Equipment Provider Agreement* must be completed, including the effective date. Please include the reason for the new agreement (i.e. change of ownership, new opening/registration or NIHB re-registration) on a cover sheet when sending to Express Scripts Canada.

A copy of the Agreement can be downloaded from www.provider.express-scripts.ca/documents/Medical_Supplies_and_Equipment/Forms/English/Medical_Supplies_and_Equipment_Provider_Agreement.pdf. Please fax **all** pages and the cover sheet to: **1-855-622-0669**.

Registering Additional MS&E Locations

Each MS&E location is assigned its *own unique provider number* (one unique provider number per location). All locations must be registered with Express Scripts Canada in order to avoid disruption of service for claims processing and/or payment. If you have not registered a new location, please complete and sign the *Express Scripts Canada Medical Supplies and Equipment Provider Agreement* and **fax to Express Scripts Canada's Provider Relations Department at 1-855-622-0669**. An agreement can be downloaded from www.provider.express-scripts.ca/documents/Medical_Supplies_and_Equipment/Forms/English/Medical_Supplies_and_Equipment_Provider_Agreement.pdf.

NIHB Program Inquiries and Requests

To ensure a timely response, please direct provider requests to the appropriate area (contact information is included on the last page of the newsletter):

- Express Scripts Canada for new registrations, claims and Program questions
- Health Canada Regional Office for MS&E Prior Approvals

NIHB PROGRAM AND EXPRESS SCRIPTS CANADA CONTACT INFORMATION

EXPRESS SCRIPTS CANADA

Provider Claims Processing Call Centre

*Please have your Provider Number readily
available*

Inquiries and Password Resets

1-888-511-4666

MS&E Extended Hours

Monday to Friday:
6:30 a.m. to 8:30 p.m. Eastern Time
Excluding Statutory Holidays

MS&E Claims

Mail MS&E claims to:

Express Scripts Canada
NIHB MS&E Claims
P.O. Box 1365, Station K,
Toronto, ON M4P 3J4

MS&E Provider Relations Department & Provider Agreements

*Each additional MS&E location must be registered
with the NIHB Program with its
own Provider Number prior to services being
rendered.*

Fax Completed MS&E Provider Agreement to:

Toll Free Fax No.: 1-855-622-0669

Other Correspondence

Mail to:

Express Scripts Canada
5770 Hurontario St., 10th Floor,
Mississauga, ON L5R 3G5

NIHB Forms

Download from the
NIHB Claims Services Provider Website or contact
the Provider Claims Processing Call Centre

www.provider.express-scripts.ca

NIHB PROGRAM MS&E BENEFITS

Health Canada Regional Offices

PRIOR APPROVALS

MS&E Benefits

| | |
|-------------------------------------|----------------|
| Alberta | 1-800-232-7301 |
| Atlantic | 1-800-565-3294 |
| Manitoba | 1-800-665-8507 |
| Northwest Territories/Nunavut/Yukon | 1-888-332-9222 |
| Ontario | 1-800-881-3921 |
| Quebec | 1-877-483-1575 |
| Saskatchewan | 1-866-885-3933 |

INQUIRIES MS&E Benefits

| | |
|-------------------------------------|----------------|
| Alberta | 1-780-495-2694 |
| | 1-800-232-7301 |
| Atlantic | 1-902-426-2656 |
| | 1-800-565-3294 |
| Manitoba | 1-800-665-8507 |
| Northwest Territories/Nunavut/Yukon | 1-888-332-9222 |
| Ontario | 1-800-881-3921 |
| Quebec | 1-877-483-1575 |
| | 1-514-283-1575 |
| Saskatchewan | 1-866-885-3933 |

First Nations Health Authority

PRIOR APPROVALS

| | |
|-------------------|----------------|
| British Columbia* | 1-888-299-9222 |
|-------------------|----------------|

INQUIRIES

| | |
|-------------------|----------------|
| British Columbia* | 1-604-666-3331 |
| | 1-800-317-7878 |

**For First Nation residents only.
For non-residents and Inuit, contact the Alberta region.*