



### NEW INFORMATION

#### Prescription Requirement for CPAP Supplies

Effective June 19, 2017, prescriptions will no longer be required for replacement within frequency guidelines for CPAP supplies (e.g., masks, filters, breathing circuit tubes, etc.) for CPAP machines which have been covered by the NIHB Program.

#### Change to Hearing Aid Battery Frequency Guidelines

Given the various package sizes available, the NIHB Program is changing its frequency guidelines for hearing aid batteries so that clients may be provided with more batteries at one time. Effective June 19, 2017, the frequency guidelines will be changing from 15 batteries every 90 days to 24 batteries every 144 days.

#### Change to Hearing Aid Battery Pricing

Effective June 19, 2017, the NIHB Program will reimburse a maximum of \$1.25 per hearing aid battery in all regions except in the Northern Region, where this amount is set at a maximum of \$1.50 per hearing aid battery. These prices were established following a review of prices paid by the NIHB Program across regions, data provided by hearing aid battery suppliers, and consultations with professional associations. The prices do not apply to provider groups with whom NIHB has existing agreements.

#### Price Increase for Custom-Made Foot Orthotics, Incontinence and Ostomy

Effective May 1, 2017, the NIHB Program has increased the reimbursement rate for custom-made foot orthotics, incontinence and ostomy supplies by 1.4%. These price files are in effect until March 31, 2018. This increase does not apply to provider groups with whom NIHB has existing agreements.

It is important to note that the new price file applies to prior approval (PA) requests received on or after May 1, 2017. For PAs received before May 1, 2017, providers are advised to use the prices referenced in the PA confirmation letter when submitting claims to Express Scripts Canada.

#### Custom-Made Foot Orthotics

Item	Code	National Pricing
Custom-made foot orthotics	99400624	\$456.30*

#### Incontinence Supplies

Item	Code	Pricing in Province
Adult diapers/pull-ups, small or medium	99401087	\$1.30
Adult diapers/pull-ups, large or extra large	99401088	\$1.39
Adult diapers/pull-ups, XXX large	99401089	\$1.58
Adult diaper/tabs, small or medium	99401090	\$1.03
Adult diapers/tabs, large or extra large	99401091	\$1.27
Adult diaper/tabs, XXX large	99401092	\$1.49
Liners, disposable	99400438	\$0.58

#### Ostomy Supplies

Item	Code	Pricing in Province
One-piece urostomy pouch, flat	99400731	\$13.49
One-piece urostomy pouch, convex	99400732	\$13.90
Two-piece urostomy pouch	99400745	\$6.48
Flange – flat	99400742	\$9.41
Flange – convex	99400743	\$13.26
One-piece, drainable, flat, colostomy/ileostomy pouch	99400406	\$8.14
One-piece, drainable, convex, colostomy/ ileostomy pouch	99400730	\$12.07
One-piece, closed, flat, colostomy/ileostomy pouch	99400905	\$4.87
One-piece, closed, convex, colostomy/ ileostomy pouch	99400906	\$7.11
Two-piece, closed, colostomy/ileostomy pouch	99400414	\$3.24
Two-piece, drainable, colostomy/ileostomy pouch	99400415	\$6.28

## 2017 Claims Submission Kit

The NIHB MS&E Claims Submission Kit sets out terms and conditions for the submission of claims under the NIHB Program. The 2017 Kit is now available on the NIHB Claims Services Provider website at [provider.express-scripts.ca/documents/MS&E/Claims Submission Kit/NIHB MS&E Claims Submission Kit.pdf](http://provider.express-scripts.ca/documents/MS&E/Claims%20Submission%20Kit/NIHB%20MS&E%20Claims%20Submission%20Kit.pdf). Providers who do not have Internet access or email are invited to contact the Provider Claims Processing Call Centre to request a copy.

### REMINDERS

## Consulting the Guide for Medical Supplies and Equipment Benefits

Providers are encouraged to consult and retain the most current version of the MS&E Benefits Guide. Policy changes are communicated via the regular newsletter publication, and the NIHB Program updates the *MS&E Benefits Guide* on a quarterly basis, when needed, to reflect policy changes communicated through provider and client newsletters. To refer to the most recent version of the Guide, please visit [canada.ca/nihb](http://canada.ca/nihb) or [provider.express-scripts.ca](http://provider.express-scripts.ca).

## Client Relations

For any questions regarding the progress of a client file, providers should contact the regional office on behalf of the client.

In addition, NIHB has become aware that some clients are being billed upfront by providers, and in some cases the rates charged exceed established NIHB Program rates, with clients being advised to seek client reimbursement from the Program. Providers are reminded that direct billing clients contravenes section 5.3 of the Medical Supplies & Equipment Provider Agreement (Agreement), which states:

The Provider shall seek payment solely from Express Scripts Canada for all NIHB MS&E Services. ... Provider shall not bill, charge, collect a deposit from, seek compensation from, condition the provision of services on payment from, or have any recourse against any Client or person acting on behalf of the Client.

The Agreement can be found at the following link:

[provider.express-scripts.ca/documents/Medical Supplies and Equipment/Forms/English/Medical Supplies and Equipment Provider Agreement.pdf](http://provider.express-scripts.ca/documents/Medical%20Supplies%20and%20Equipment/Forms/English/Medical%20Supplies%20and%20Equipment%20Provider%20Agreement.pdf).

## Indian Status Card, NIHB Client Identification and Card Renewal Date

For registered First Nations clients, their Indian status registration number also serves as their NIHB client identification number, and is required on all claims, predeterminations, post determinations. It is recommended that First Nations clients present their Indian status card (either a paper-laminate Certificate of Indian Status or a Secure Certificate of Indian Status) at the point-of-service to ensure that client information is entered correctly and to protect against mistaken identity.

It is important for providers to be aware that a First Nations NIHB client should not be denied services because a renewal date on their Indian status card has passed. Service providers can still use the Indian status registration number to submit NIHB claims. Providers can call the Express Scripts Canada Call Centre to verify client eligibility with NIHB.

Please note that Inuit clients do not have status cards and are assigned an N number (a client identification number used by the NIHB Program). For eligible Inuit from the Northwest Territories or Nunavut, the N number is linked to the territorial health card, so the health card number can be used to submit claims. Inuit clients who do not have a territorial health card should provide photo identification, and will also need to provide their NIHB N number.

Clients can contact their NIHB Program Regional Office for assistance with their status card or N number.

## Change of Ownership and Prior Approval Claims Submissions

Please ensure all client PA claims have been promptly submitted to Express Scripts Canada for processing prior to the change of ownership effective date.

# NIHB PROGRAM AND EXPRESS SCRIPTS CANADA CONTACT INFORMATION

## EXPRESS SCRIPTS CANADA

### Provider Claims Processing Call Centre

**Please have your provider number readily available**

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 claims to:

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

#### Fax claims to:

1 (888) 249-6098

### Provider Relations Department

#### Fax completed provider agreements to:

1 (855) 622-0669

### Other Correspondence

#### Mail to:

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

## NIHB PROGRAM MS&E BENEFITS

### Health Canada Regional Offices

#### PRIOR APPROVALS/INQUIRIES

#### 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

## FIRST NATIONS HEALTH AUTHORITY

#### PRIOR APPROVALS

British Columbia\* (fax number) 1 (888) 299-9222

#### INQUIRIES

British Columbia\* 1 (800) 317-7878

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

### NIHB Forms

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