

NEW INFORMATION

Gender Affirming Benefits

The Medical Supplies and Equipment (MS&E) Benefit Lists now include a number of items for gender identity as open benefits (without prior approval (PA) requirement). However, providers will need to apply for PA if the request exceeds the recommended pricing and/or frequency guideline. Examples of such items include upper body garments (e.g., binders), lower body garments (e.g. gaffs), packers, bra inserts and stand-to-pee (STP) devices.

Providers are invited to contact the Express Scripts Canada Provider Claims Processing Call Centre to confirm client and benefit eligibility. Once eligibility is confirmed and the item is dispensed to the client, providers can submit claims directly to Express Scripts Canada.

For more information on the Program policies and items covered, consult the [Guide for Medical Supplies and Equipment Benefits](#) and [Medical Supplies and Equipment Benefit Lists](#).

Electronic Blood Pressure Monitor – Change in Listing Status

As of September 21, 2018, the electronic blood pressure (BP) monitor (arm cuff only) will be covered as an open benefit (no prior approval required) when prescribed by a physician, nurse practitioner or registered midwife. The NIHB Program will fund one blood pressure monitor per 5 years. NIHB recommends providers to refer to [Hypertension Canada's 2018 Blood Pressure Measurement Device Recommendation Program](#) when providing NIHB clients with an electronic BP monitor.

For more information on Program policies and items covered, consult the [Guide for Medical Supplies and Equipment Benefits](#)

Incontinence Supplies – Item Size Update

Providers are reminded to use the same benefit code for XXL and XXXL sizes when requesting a PA or sending claims for the incontinence items below:

- Diapers/Pull-Ups, XXX-Large 99401089
- Adult diaper/tabs, XXX-Large 99401092

Change in Listing Status for Select Benefits

PAs are no longer required for the following listed medical supplies and equipment when they are within Program frequency.

- bath chair 99400295
- commode, standard 99400296
- elevated raised toilet seat with arms 99400299
- floor to ceiling pole 99400321
- grab bar-bed purchase 99400322
- safety frame for toilet 99400302
- tub transfer bench 99400304
- walker standard purchase 99400338
- walker 4-wheel purchase 99400340

Providers are to contact the Express Scripts Canada Provider Claims Processing Call Centre to confirm client and benefit eligibility. Once eligibility is confirmed and the item is dispensed, providers can submit claims directly to Express Scripts Canada.

Providers are required to keep the following information on file:

- Prescription or recommendation from a NIHB recognized prescriber
- Occupational therapy or physiotherapy assessment report or recommendation if available
- Manufacturer product code number, make/model of the item

For additional information please refer to the [Guide for Medical Supplies and Equipment Benefits](#).

Registered Midwives

Under the NIHB Program, registered midwives (RM) can prescribe the following MS&E items:

Item Description	Item Codes
Breast pump, manual	99400317
Breast pump electric, rental	99400658
Electronic blood pressure monitor	99400765
Maternity belt	99400933
Compression stockings	99401146 99401147 99401148 99401149 99401150 99401151
Invalid ring	99400311
Nipple shields	99400932

Walker – Update

Effective September 21, 2018, new benefit codes and price limits were created for the purchase of walker two (2) wheel and walker bariatric. A PA is not required for these items, unless these are above-recommended replacement guidelines and/or maximum price. For information, refer to the [MS&E benefit list](#) on canada.ca/nihb.

Item Description	Item Code	Recommended Replacement Guidelines	Prior Approval
Walker 2-wheel, purchase	99400931	5 years	No
Walker bariatric, purchase	99400934	5 years	No

For PAs received before September 21, 2018, providers should continue to use the item number(s) listed in the PA authorization. However, providers must use the new item number(s) for subsequent claims.

Please note that the benefit name for Walker, wheeled-purchase (Benefit code 99400340) has changed to Walker 4-wheel, Purchase.

Special Provision for Children Up to 18 Months of Age

In order to allow time for parents to register their infants, NIHB provides coverage for unregistered infants up to 18 months of age. The process to submit claims in HICPS for children under the age of 12 months is described in the claims submission kit (section 4.4). However, if a child has reached the age of 12 months and does not have a status or N number, providers can call their regional office in order to request a temporary NIHB client number which will be valid until the child reaches 18 months of age.

Revised 2018 Claims Submission Kit

The 2018 Kit has been revised and is available on the NIHB Claims Services Provider website at provider.express-scripts.ca/medical-supplies-and-equipment/claims-submission-kit. Providers who do not have Internet access or email are invited to contact the Express Scripts Canada Provider Claims Processing Call Centre to request a copy.

REMINDER

Submitting Duplicate Claim Submissions May Cause Processing Delays

Providers should avoid submitting the same claim multiple times for processing. Statements are available on the 1st and 16th of each month. The typical processing time for claims at Express Scripts Canada is 3 days from the date the claim is received, and submitting the same claim multiple times (i.e. both faxing AND mailing it to Express Scripts Canada) may result in slower processing times. Please check your bi-monthly statements to verify claims.

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

MS&E Provider Relations

Department & Provider Agreements

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

Fax Completed

MS&E Provider Agreements 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 PROGRAM MS&E BENEFITS

First Nations and Inuit Health Branch Regional Offices

PRIOR APPROVALS

Alberta	1-800-232-7301
Atlantic	1-800-565-3294
Manitoba	1-800-665-8507
Northwest Territories/Nunavut	1-888-332-9222
Ontario	1-800-881-3921
Quebec	1-877-483-1575
Saskatchewan	1-866-885-3933
Yukon	1-866-362-6717

INQUIRIES

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	1-888-332-9222
Ontario	1-800-881-3921
Quebec	1-877-483-1575 1-514-283-1575
Saskatchewan	1-306-780-8294 1-866-885-3933
Yukon	1-866-362-6717

British Columbia First Nations Health Authority

PRIOR APPROVALS

British Columbia	1-888-299-9222
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INQUIRIES

British Columbia	1-604-666-3331 1-800-317-7878
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NIHB Forms

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