

### 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. NIHB will fund up to \$100.00 per monitor with a recommended frequency guideline of one 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](#)

#### Bi-Level Positive Airway Pressure and Auto-Continuous Positive Airway Pressure Systems – Change of Listing Status

As of September 21, 2018, Bi-Level Positive Airway Pressure (BPAP) and Auto-Continuous Positive Airway Pressure (APAP) systems are listed as limited use benefits, and are no longer considered exception items. BPAP and APAP will be funded in accordance with the NIHB Program policies and guidelines, and the established price file. Purchase Benefit codes are: 99400211 for BPAP and 99401084 for APAP. Rental Benefit codes are: 99400210 for BPAP and 99401083 for APAP.

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](#).

#### Errata Notice: Positive Airway Pressure Benefits – Fee Guide Update

Since the Summer NIHB Newsletter article for Continuous Positive Airway Pressure (CPAP) announcing a Price File, the following updates were completed in the Fee Guides which are found on the Express Scripts Canada website under MS&E Price Files.

- Breathing circuit tube of CPAP/Bi-Level, benefit code 99400204 - was replaced with CPAP/Bi-Level tubing, standard, benefit code 99401221.

#### Oxygen Equipment and Supplies Benefits – Policy Update

The Oxygen Equipment and Supplies Benefits section of the Guide has been revised. Changes include the following:

- Home oxygen funding period for palliative clients has been increased to 6 months.
- An arterial blood gas (ABG) is required for the initial request and at the 3 month renewal request for most medical indications
- An ABG is required only for the initial request for medical indication of nocturnal hypoxemia, and oximetry testing results will be accepted subsequently.
- No ABG is required for the medical indication severe heart failure (i.e. New York Heart Association Stage IV Heart Disease).
- An NIHB Oximetry Testing Form with Instructions has been created as an optional tool to provide oximetry results. This form is available on the [Express Script Canada website](#).

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

#### Bathing and Toileting Aids – Price File

The NIHB Program has established price limits for the following bathing and toileting aids. PA is not required for these items unless these are above recommended replacement guidelines and/or maximum price. For information, refer to [MS&E Price Files](#) on the Express Scripts Canada website.

- |  |          |
|--|----------|
| • Elevated (raised) toilet seat (standard) | 99400298 |
| • Grab Bar Tub (non-permanent)             | 99400649 |
| • Mat, tub, non-slip                       | 99400301 |

#### 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 medical supplies and equipment listed below when they are within Program frequency and price limits. Regional Price Files are available on the Express Scripts Canada website under [MS&E Price Files](#).

- 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
- wheelchair manual purchase 99400349

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

Providers must ensure the client meets all of the following conditions for a manual wheelchair. The client is not:

- A full-time wheelchair user (full-time wheelchair users generally require a customized chair);
- Transferring to a long-term care facility; and
- In palliative care (NIHB will cover a rental if this is available)

If the client does not meet these conditions, a PA is required. PA is also required if items are above recommended replacement guidelines and/or maximum price.

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

## Battery Powered Portable Bath Lift – Change of Listing Status

Effective September 21, 2018, battery powered portable bath lifts are listed as limited use benefits, and are no longer considered exception items. This equipment will be funded in accordance with the NIHB Program policies and guidelines, and the established price file.

Item Description	Item Code	Prior Approval	Recommended Frequency Guideline	Maximum Price
Bath chair lift, purchase	99400474	Yes	4 years	\$1,175.00
Bath chair lift, bariatric purchase	99400935	Yes	4 years	\$2,000.00
Bath chair lift, rental	99400936	Yes		\$250.00 per month
Bath chair lift, battery	99400937	Yes	1 per year	\$250.00
Bath chair lift, repairs	99400938	Yes	N/A	N/A

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](#).

## 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	Maximum Price
Walker 2-wheel, purchase	99400931	5 years	No	\$180.00
Walker bariatric, purchase	99400934	5 years	No	\$525.00

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.

## Audiology - New Benefit Codes and Price File

The NIHB Program has removed the complete hearing assessment from the bundle code for Assess/Fit/Dispense (99400260 and 99400261). This service may be billed separately when not already covered by another benefit plan. As of September 21, 2018, providers should use the following benefit codes for each of the respective services:

- complete hearing assessment 99400639
- fitting/dispensing, left 99401225
- fitting/dispensing, right 99401224

The benefit codes 99400260 and 99400261 are discontinued and not eligible for reimbursement if the date of service is after September 21, 2018.

The reimbursement rates for complete hearing assessment and fitting/dispensing have been adjusted. Regional price files for audiology are available on the Express Scripts Canada website under [MS&E Price Files](#).

### **Hearing Instrument Practitioners – Providers in the Atlantic Region**

Hearing Instrument Practitioners (HIP) licensed by the Hearing Aid Practitioners Board of Newfoundland and Labrador are now recognized to recommend audiometric tests and hearing equipment and supplies for adults 18 years of age or older.

### **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/pharmacy/claims-submission-kit](http://provider.express-scripts.ca/pharmacy/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.

## **REMINDERS**

### **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., 10<sup>th</sup> 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.