

NEW INFORMATION

Prescription Requirements Update

When claiming MS&E benefits under the NIHB Program, a prescription or written recommendation from a health professional must be obtained by the provider prior to services being rendered, and is required for both the initial dispense and replacement of benefits (unless otherwise indicated in the [Guide for Medical Supplies and Equipment Benefits](#)). A prescription/written recommendation will be valid for one-year from the date written, unless otherwise indicated, and will be deemed invalid if there is no date.

Please note that for breast pump claims, providers must indicate the infant's date-of-birth on the prescription.

For complete prescription requirements, please refer to [section 2.3. of the Guide for Medical Supplies and Equipment Benefits](#).

Completely-in-Canal Hearing Aids – Change of Listing

As of March 26, 2018, completely-in-canal (CIC) hearing aids will be listed as an NIHB Program benefit (no longer considered an exception item). CIC hearing aids will be funded in accordance with the NIHB Program policies and guidelines, and the fee guide established between the Canadian Auditory Equipment Association (CAEA) and federal health benefit plans. Applicable policy and guidelines are available in the [Guide for Medical Supplies and Equipment Benefits](#). The benefit codes for CIC are as follows:

Item	Item Code	Frequency	PA Requirement
Completely-In-Canal Aid, Left	99400646	1 per 5 years	Yes
Completely-In-Canal Aid, Right	99400647	1 per 5 years	Yes

Wheelchair Repair Codes

Effective March 26, 2018, the following new benefit codes will be created for manual and power wheelchair repairs:

Item	Item Code	Frequency	PA Requirement
Manual Wheelchair Repair	99401223	N/A	Yes
Power Wheelchair Repair	99401201	N/A	Yes

For PAs received before March 26, 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.

Incontinence Supplies Price Update

Effective April 1, 2018, the NIHB Program has increased the reimbursement rate for incontinence supplies by 1.6%. These prices are in effect until March 31, 2019. Detailed information is available in [Section 2.6.2 of the MS&E General Benefits List](#). 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 April 1, 2018. For PAs received before April 1, 2018, providers are advised to use the prices referenced in the PA confirmation letter when submitting claims to Express Scripts Canada.

Ostomy Supplies and Devices

Effective April 1, 2018, the NIHB Program has increased the reimbursement rate for ostomy supplies by 1.6%. These price files are in effect until March 31, 2019. Detailed information is available in [Section 2.5 of the MS&E General Benefits List](#). 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 April 1, 2018. For PAs received before April 1, 2018, providers are advised to use the prices referenced in the PA confirmation letter when submitting claims to Express Scripts Canada.

Custom-Made Foot Orthotics

Effective April 1, 2018, the NIHB Program has increased the reimbursement rate for custom-made foot orthotics by 1.6%. The new price is set at \$463.60 per pair of custom-made foot orthotics and is in effect until March 31, 2019. 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 PA requests received on or after April 1, 2018. For PAs received before April 1, 2018, providers are advised to use the prices referenced in the PA confirmation letter when submitting claims to Express Scripts Canada.

New Codes for Prosthetic Supplies and Repairs

New item codes were created for certain prosthetics supplies which come into effect as of March 26, 2018. From this date, please select from these new item code when submitting PA requests to the regional office.

For PAs received prior to this date, providers are advised to use the item code(s) listed in the PA confirmation letter when submitting claims to Express Scripts Canada. However, providers should use the new item code(s) for all subsequent claims.

Item	Item Code	Frequency	PA Requirement
Repairs prosthetic lower limb, left	99401186	N/A	Yes
Repairs prosthetic lower limb, right	99401206	N/A	Yes
Repairs prosthetic upper limb, left	99401187	N/A	Yes
Repairs prosthetic upper limb, right	99401207	N/A	Yes
Suspension sleeve, left	99401188	10 per year	Yes
Suspension sleeve, right	9940120	10 per year	Yes
Suction seal suspension sleeve, left	99401189	6 per year	Yes
Suction seal suspension sleeve, right	99401209	6 per year	Yes
Prosthesis liners gel, left	99401190	3 per year	Yes
Prosthesis liners gel, right	99401210	3 per year	Yes
Pin system suspension liners, left	99401191	3 per year	Yes
Pin system suspension liners, right	99401211	3 per year	Yes
Prosthesis sheaths regular, left	99401192	12 per year	Yes
Prosthesis sheaths regular, right	99401212	12 per year	Yes
Prosthesis silo sheaths, left	99401193	8 per year	Yes
Prosthesis silo sheaths, right	99401213	8 per year	Yes
Replacement cosmetic, hose left	99401194	2 per year	Yes

Item	Item Code	Frequency	PA Requirement
Replacement cosmetic, hose right	99401214	2 per year	Yes
Prosthesis stump shrinkers, left	99401195	4 per year	Yes
Prosthesis stump shrinkers, right	99401215	4 per year	Yes
Prosthesis stump socks, reg, left	99401196	12 per year	Yes
Prosthesis stump socks, reg, right	99401216	12 per year	Yes
Filler cotton socks 1 ply, left	99401197	12 per year	Yes
Filler cotton socks 1 ply, right	99401217	12 per year	Yes
Prosthetic glove standard, left	99401198	3 per year	Yes
Prosthetic glove standard, right	99401218	3 per year	Yes
Gel stump socks, left	99401199	2 per year	Yes
Gel stump socks, right	99401219	2 per year	Yes

Eye Prosthesis Benefit Codes

Effective March 26, 2018, new benefit codes were created for eye prosthesis polishing and adjustments:

Item	Item Code	Frequency	PA Requirement
Eye prosthesis-polishing, right	99401204	1 per year	No
Eye prosthesis-polishing, left	99401184	1 per year	No
Adjustment for eye prosthesis, right	99401205	1 per year	Yes
Adjustment for eye prosthesis, left	99401185	1 per year	Yes

For PAs received before this date, providers are advised to use the item code(s) that appears on the PA confirmation letter when submitting claims to Express Scripts Canada. Providers can use the new item code(s) listed above for all subsequent PA requests.

Continuous Positive Airway Pressure (CPAP) Benefits

Prescriber Requirements

The NIHB Program will accept prescriptions from Nurse practitioners for diagnostic testing of sleep apnea and for treatment of obstructive sleep apnea with CPAP, BiPAP and Auto-PAP in provinces and territories where it is within their scope of practice and in accordance with all appropriate acts and regulations.

New Codes

Effective March 26, 2018, new benefit codes were created for CPAP supplies. For PAs received before this date, providers must continue to use the item code(s) listed in the PA confirmation letter. Providers can use the new item number(s) listed for all subsequent claims.

Item	Item Code	Frequency	PA Requirement
Interface with Headgear, Nasal	99401220	2 per year	Yes
Interface with Headgear, Nasal Pillow	99401222	2 per year	Yes
Interface with Headgear, Full Face	99401202	2 per year	Yes
CPAP/Bilevel Tubing, Standard	99401221	2 per year	Yes

2018 Claims Submission Kit

The NIHB MS&E Claims Submission Kit sets out terms and conditions for the submission of MS&E claims under the NIHB Program. The 2018 Kit is now 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 Provider Claims Processing Call Centre to request a copy.

Indigenous Services Canada

On December 4, 2017, the Government of Canada created the new department, Indigenous Services Canada. As part of this change, programs and services currently delivered by the First Nations and Inuit Health Branch (FNIHB) of Health Canada, including NIHB, have become part of Indigenous Services Canada.

We want to assure you that this transition does not affect providers delivering services to NIHB clients. Provider registration and claims processing functions have not changed, and all Program contact information remains the same.

REMINDER

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 that is available at canada.ca/nihb or provider.express-scripts.ca. Policy changes are communicated via these regular newsletter publications.

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 and
updates to certificates or affiliates to:**

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/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.