

### NEW IN THIS EDITION

#### General Benefits

- Washable Underpads - Increase in Eligible Quantity

#### REMINDERS

- Information for Occupational Therapists and Physiotherapists to Recommend MS&E Items
- Requirements for Health Professional Prescriptions and Recommendations

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

### NEW IN THIS EDITION

#### GENERAL BENEFITS

#### Washable Underpads - Increased in Eligible Quantity

The replacement guideline for washable underpads has increased. The eligible quantity is now six (6) items per year. For more information, consult the [Medical Supplies and Equipment Benefit Lists](#).

### REMINDERS

#### Information for Occupational Therapists and Physiotherapists to Recommend MS&E Items

Occupational therapists (OT) or physiotherapists (PT) may recommend medical supplies and equipment for NIHB Program coverage. Recommenders may use the Recommendation for Medical Supplies and Equipment Form ([provider.express-scripts.ca/medical-supplies-and-equipment/forms](http://provider.express-scripts.ca/medical-supplies-and-equipment/forms)). The NIHB Program will also accept other formats, as long as they include all required information noted in the [Guide for Medical Supplies and Equipment Benefits](#).

Please note that regardless of the recommendation format used, all requests should include a copy of the OT or PT assessment, which is required to determine if the client meets the Program criteria for the benefit(s) requested.

**Note:** OT/PT should not use the MS&E Prior Approval forms to recommend MS&E items, since these forms are reserved for providers.

#### Requirements for Health Professional Prescriptions and Recommendations

Only health professionals who are recognized by the Program and operating within their scope of practice can initiate Prescriptions or recommendations for coverage of items under the NIHB Program.

The Program will not accept pre-populated prescription/recommendation forms generated by an MS&E provider's office. Submission of such forms may result in recovery of claim payment during the claims verification and audit process. For more information, refer to *section 1.3 Prescription requirements for MS&E items* in the [Guide for Medical Supplies and Equipment Benefits](#).

## 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	1-866-885-3933
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

### NIHB Forms

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