

NEW IN THIS EDITION

General Benefits

- Recognition of Occupational Therapists and Physiotherapists to Recommend MS&E Items
- Back-up Manual Wheelchair – Addition to the Benefit List
- Silver Alginate Dressing – Increase in Eligible Quantity
- Pessary – Addition to the Benefit List
- Medical Stroller – Change of Listing Status

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

Recognition of Occupational Therapists and Physiotherapists to recommend MS&E Items

Registered occupational therapists (OT) and physiotherapists (PT) are now recognized to recommend selected medical equipment and supplies, which are found in the General, Limb and Body Orthotics, Pressure Garments and Pressure Orthotics Benefit Lists. For more information on eligible items, consult the [Guide for Medical Supplies and Equipment Benefits](#) and the [Medical Supplies and Equipment Benefit Lists](#).

When accepting a recommendation from an OT or PT (refer to [Section 1.3](#) of the Guide for Medical Supplies and Equipment Benefits for prescription requirements of MS&E items), please create a new record for the OT or PT and enter their regulatory body licence number in the Prescriber ID field and the number 99 in the Prescriber ID Reference Number.

Back-up Manual Wheelchair - Addition to the Benefit List

NIHB clients using a power wheelchair are eligible for a back-up standard manual wheelchair (benefit code 99400942). For more information, consult the [Guide for Medical Supplies and Equipment Benefits](#).

Silver Alginate Dressing - Increase in Eligible Quantity

Effective January 22, 2019, the maximum number of silver alginate dressings which can be claimed without prior approval is increased to 20 items per year. This applies to any combination of the following silver alginate dressing codes:

- 99401182
- 99401177
- 99401178
- 99401179

Prior approval is required if the recommended replacement guideline and/or maximum price is exceeded. Detailed information is available in the [General MS&E Benefits List](#).

Pessary - Addition to the Benefit List

Vaginal pessaries are now listed as an open benefit. Prior approval is not required for a pessary that is dispensed within the NIHB Program price and frequency guideline. Detailed information is available in the [Guide for Medical Supplies and Equipment Benefits](#) and in the [General MS&E Benefits List](#).

Medical Stroller - Change of Listing Status

Medical strollers are now listed as a limited use benefit requiring prior approval. More details concerning coverage criteria, information required, provider/prescriber requirements and recommended replacement guidelines can be found in the [Guide for Medical Supplies and Equipment Benefits](#) and in the [General MS&E Benefits List](#).

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

NIHB Forms

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