



EXPRESS SCRIPTS®

NIHB NEWSLETTER

NEWS AND INFORMATION FOR NIHB PROVIDERS

NIHB CLAIMS SERVICES PROVIDER WEBSITE

Non-Insured Health Benefits (NIHB)

www.provider.express-scripts.ca

Medical Supplies & Equipment (MS&E) Providers



Spring 2012

NIHB Forms

Download from the

NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre

www.provider.express-scripts.ca

EXPRESS SCRIPTS CANADA

Provider Claims Processing Call Centre

Inquiries and Password Resets

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 MS&E claims to:

Express Scripts Canada
NIHB MS&E Claims
P.O. Box 1365, Station K,
Toronto, ON M4P 3J4

MS&E Provider Agreement

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

Fax Completed

MS&E Provider Agreement to:

Fax No.: 905-712-0669

Other Correspondence

Mail to:

Express Scripts Canada
5770 Hurontario Street, 10th Floor,
Mississauga, ON L5R 3G5

NIHB MS&E PROGRAM

Health Canada Regional Offices

PRIOR APPROVALS

Medical Supplies & Equipment Benefits

Alberta	1-800-232-7301
Atlantic	1-800-565-3294
British Columbia	1-888-321-5003
Manitoba	1-800-665-8507
Northwest Territories/Nunavut	1-888-332-9222
Ontario	1-800-881-3921
Québec	1-877-483-1575
Saskatchewan	1-877-780-5458
Yukon	1-866-362-6717
	1-866-362-6718
	1-866-362-6719

INQUIRIES

Medical Supplies & Equipment

Alberta	1-780-495-2694
	1-800-232-7301
Atlantic	1-902-426-2656
	1-800-565-3294
British Columbia	1-604-666-3331
	1-800-317-7878
Manitoba	1-800-665-8507
Northwest Territories/Nunavut	1-888-332-9222
Ontario	1-800-640-0642
Quebec	1-877-483-1575
	1-514-283-1575
Saskatchewan	1-306-780-8294
	1-800-667-3515
Yukon	1-866-362-6717
	1-866-362-6718
	1-866-362-6719

NEW INFORMATION

GO Paperless!

ONE EASY STEP ...Place a verbal request to the Provider Claims Processing Call Centre at 1-888-511-4666.

Health Canada and Express Scripts Canada receive a fair amount of error messages when faxing out important information to NIHB providers because of an incorrect fax number, fax machine turned off, phone number not a fax number, etc. The most current office information should be provided to Express Scripts Canada, otherwise providers may not receive new and important information from Health Canada's NIHB Program and Express Scripts Canada as intended.

GO GREEN! ...go paperless! Make e-mail your first choice of communication delivery!

Stay informed with same day e-mail delivery of Health Canada's NIHB Program.

...No more tying up the fax machine's day to day activity.

...e-Save your communications within your office network.

...Share the communications within the office at the click of your mouse.

A verbal request is accepted at the Provider Claims Processing Call Centre to change the following important provider information:

- E-mail address
- Fax number
- Phone number
- *Correction* to your current address.

All other changes to provider information must be completed on the *Modification to Pharmacy/ Medical Supplies & Equipment Provider Information Form*, signed by the provider, and submitted by fax or mail as indicated on the form.

These types of changes include:

- New complete address (i.e., moved)
- Banking information (change or setup)
- Name and/ or ownership of your business.

The *Modification to Pharmacy/ Medical Supplies & Equipment Provider Information Form* can be downloaded from the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre to request a copy.

Password Expiration for the NIHB Claims Services Provider Website

Provider passwords for the NIHB Claims Services Provider Website expire every 180 days. Please be sure to change your password prior to its expiration by logging onto your account and following the password criteria.

Tip Once logged onto the NIHB Claims Services Provider Website, click on the link "Welcome *Username*" located in the upper right-hand corner of the screen, and select "Change Password". The number of days before your password expires is displayed at the bottom of the page.

Policy Change - Audiologists as Recognized Prescribers

To facilitate access to audiology benefits, NIHB Program has made the following changes to its Medical Supplies & Equipment (MS&E) policy:

- Effective January 1, 2012, the NIHB Program recognizes audiologists as valid prescribers of audiology equipment and supplies.
- A prescription from an audiologist will be accepted as a referral to a hearing aid practitioner.
- It will be the audiologists' responsibility to contact the local Health Canada Regional Office to obtain prior approval for coverage of a hearing test or hearing aid equipment and supplies.
- Audiologists are to enter their college registration number in the province where they practice in the **Prescriber ID** field on the *NIHB Medical Supplies and Equipment Claim Form*. For the provinces/ territories with no college or regulatory body we recommend that audiologists use their membership number with CASLPA or CAA. Audiologists are to enter "99" in the **Prescriber ID Reference Number** field on the *NIHB Medical Supplies and Equipment Claim Form* until a code is created for them.

Provider Guide for Medical Supplies and Equipment

The Provider Guide for Medical Supplies and Equipment has been updated to include updates to the NIHB Program's MS&E policies. The new version of the guide will be posted to the Health Canada website in the near future.

Change in Address for NIHB Headquarters

The NIHB Program would like to inform MS&E providers that effective March 26, 2012, the NIHB Headquarters office will be relocated to the following address:

Medical Supplies and Equipment Benefits
Non-Insured Health Benefits Program
First Nations and Inuit Health Branch
Health Canada
AL 1902D
2nd Floor, Jeanne Mance Building
200 Eglantine Driveway
Ottawa, ON K1A 0K9

REMINDERS

MS&E Provider Specialty Certifications

A provider must first register with Express Scripts Canada before submitting MS&E claims. There is also a need for the provider to submit a copy of his certification for each specialty in order for Express Scripts Canada and Health Canada to accept and approve MS&E claims. Any specialties to be added to the business after a provider has registered with the NIHB Program will require a copy of the appropriate certification to be sent to Express Scripts Canada. If a copy of the specialty certification has not been sent to Express Scripts Canada prior to the provider's first manual claim submission, the MS&E provider can attach a copy of his specialty certification with his first manual claim submission,

along with a revised copy of the *Medical Supplies and Equipment Provider Agreement* noting the added specialty.

Special Provision for First Nations and Inuit Infants under One Year of Age

Express Scripts Canada is receiving a high volume of claims for infants that are being rejected due to incorrect information.

Special identification provisions for infants less than one year of age are in place to allow adequate time for NIHB clients to register their newborn children with the applicable Aboriginal organization.

If an *infant of less than one year of age* has not been registered, clients (parents) should be referred to the appropriate office or organization to ensure ongoing client eligibility, as well as to obtain a Client Identification Number for the infant:

Clients	Office/ Organization
First Nations	Their Band Office or the Registration Services Unit of AANDC at 1-819-953-0960.
Inuit Residing in the Northwest Territories and Nunavut	1. Their Land Claim Organization to be recognized, and; 2. Their respective territorial Department of Health and Social Services to obtain a health care number.
Inuit Residing Outside of the Northwest Territories and Nunavut	1. Their Land Claim Organization to be recognized, and; 2. Their nearest Health Canada Regional Office.

The **first MS&E Claim for infants must be manually submitted** to Express Scripts Canada using the *NIHB Medical Supplies and Equipment Claim Form*.

The required fields must be keyed correctly each time with the same information as the original claim:

Field	Mandatory Information Required
Client Identification Number	Child's parent's primary identifier (such as AANDC, Client or Band/ Family Number, FNIHB Client Identification Number, NWT or NU health plan number)
Surname	Last name (family name)
Given Name	First name
Date of Birth	Date the child was born

MS&E Change of Ownership or New Registration

When changing ownership of MS&E services retail, registering/ re-registering a new retail store, please advise Express Scripts Canada immediately, to allow Express Scripts Canada adequate time to change ownership. A new *Medical Supplies and Equipment Provider Agreement* is required to be completed, including the effective date.

Fax **all** pages of the *Medical Supplies and Equipment Provider Agreement* with a cover sheet to fax number 905-712-0669, advising the reason for the new Agreement, such as:

- Change of Ownership
- New opening/ registration
- NIHB re-registration to Express Scripts Canada.

A provider **must** first register with Express Scripts Canada before submitting claims. Providers must also submit a copy of each certification for each specialty in order for

Express Scripts Canada and Health Canada to accept and approve claims. Any specialties to be added to the business after a provider has registered with the NIHB Program will require a copy of the appropriate certification to be sent to Express Scripts Canada.

If a copy of the specialty certification has not been sent to Express Scripts Canada prior to the provider's first manual claim submission, the provider can attach a copy of the specialty certification with their first manual claim submission, along with a revised copy of the *Medical Supplies and Equipment Provider Agreement* noting the added specialty.

Registering Additional MS&E Locations

Each MS&E location is assigned its **own unique Provider Number** (one unique Provider Number per location).

All locations must be registered with Express Scripts Canada in order to avoid disruption of service for claims processing and/ or payment. If you have not already registered a new location, please complete and sign the *Medical Supplies and Equipment Provider Agreement*, and **fax to Express Scripts Canada at 905-712-0669**. An Agreement can be downloaded from the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre to request a copy.

Mandatory Information for Foot Orthotics Requests

To ensure NIHB clients receive timely service and to minimize their administrative burden, providers are reminded that NIHB requires the submission of a Bio-Mechanical Assessment and Item Order Form to assess requests for prior approval. If this information is not provided, there may be delays in assessing requests.

Updated NIHB MS&E Forms are Available for Download

All NIHB Forms are available in PDF for download from the NIHB Claims Services Provider Website or by contacting the Provider Claims Processing Call Centre to request copies. The chart below lists all the NIHB MS&E forms located on the NIHB Claims Services Provider Website and where they are to be sent when fully completed:

NIHB Form	Send Completed Form to
NIHB Medical Supplies and Equipment Claim Form	Express Scripts Canada NIHB MS&E Claims P.O. Box 1365, Station K, Toronto, ON M4P 3J4
Prior Approval and Confirmation Letters	Respective Health Canada Regional Office
NIHB Hearing Aid and Hearing Aid Repair Confirmation Form	Respective Health Canada Regional Office

NIHB Form	Send Completed Form to
NIHB Hearing Aid and Hearing Aid Repair Prior Approval Form	Respective Health Canada Regional Office
NIHB Orthotics - Custom Footwear - Prosthetics - Pressure Garments Prior Approval Form	Respective Health Canada Regional Office
NIHB Oxygen and Respiratory Medical Supplies and Equipment Prior Approval Form	Respective Health Canada Regional Office
Modification to Pharmacy and MS&E Provider Information Form	Express Scripts Canada Attention: Provider Relations 5770 Hurontario St., 10th Floor, Mississauga, ON L5R 3G5 Fax No.: 905-712-0669

Please refer to the *front page* of this NIHB MS&E Newsletter for additional contact information.

NIHB Medical Supplies and Equipment Claims Submission Kit

The Kit can be downloaded from the NIHB Claims Services Provider Website or by contacting the Provider Claims Processing Call Centre to request a copy.