

NEW INFORMATION

No Claims Against Clients

As per section 5.3 of the MS&E Provider Agreement (reprinted below), providers are required to seek payment for eligible NIHB MS&E benefits solely from Express Scripts Canada. The only exception to this policy is when a provider must charge a client upfront in a co-ordination of benefits situation.

The MS&E Provider Agreement can be found on the Express Scripts Canada's NIHB Claims Services Provider Website at: www.provider.express-scripts.ca/mse.html

Section 5.3 of MS&E Provider Agreement

5.3 No Claim Against Clients

(1) The Provider shall seek payment solely from Express Scripts Canada for all NIHB MS&E Services. Including, but not limited to the event of (i) rejection or reversal of any Claim in whole or in part by Express Scripts Canada, (ii) collection of any amounts by Express Scripts Canada from the Provider, (iii) set-off by Express Scripts Canada of monies otherwise payable to the Provider, (iv) non-payment of any Claim by Express Scripts Canada for any reason including Express Scripts Canada's insolvency or (v) breach of this Agreement by Express Scripts Canada, Provider shall not bill, charge, collect a deposit from, seek compensation from, condition the provision of services on payment from, or have any recourse against any Client or person acting on behalf of the Client. Notwithstanding the foregoing, the sole exception to this provision are instances where the Provider must charge the client up front in order to coordinate benefits with other payors as per section 4.1 (2) (d) or when an item is not covered by the NIHB Program.

REMINDERS

Send Prior Approval Requests to the Regional Office

Providers are reminded to send their PA requests to their respective Health Canada regional office. Providers will experience delays in processing of PA requests if submitted to Health Canada NIHB's headquarters office in Ottawa.

Regional mailing addresses are available on the PA form and on the NIHB website (www.hc-sc.gc.ca/contact/fniah-spnia/fnih-spni/nihbr-ssnar-eng.php). Some regions also accept these by fax. For more information or clarification please contact the Health Canada regional office, phone numbers are published on the last page of this issue.

Client Questions

For responses to questions regarding the NIHB Program, providers should have the client contact Health Canada's regional office directly (contact information on the last page of the newsletter).

Provider Questions

For responses to questions regarding the NIHB Program, providers should use the toll free number for Express Scripts Canada Provider Claims Processing Call Centre.

Help Express Scripts Canada Serve Providers Better

Feedback on the service received from the NIHB Provider Claims Processing Call Centre is valuable and can be used to improve services to all NIHB providers. If there are questions regarding the service received through the NIHB Provider Claims Processing Call Centre please contact Express Scripts Canada and have the following information available:

- Provider number
- Date and time of the call
- The name of the customer service representative
- The details regarding the call

NIHB Program and Express Scripts Canada Contact Information can be found on the last page of this NIHB Newsletter.

NIHB PROGRAM AND EXPRESS SCRIPTS CANADA CONTACT INFORMATION

EXPRESS SCRIPTS CANADA

Provider Claims Processing Call Centre

*Please have your Provider Number readily
available*

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 Relations Department & Provider Agreements

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

Fax Completed MS&E Provider Agreement 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 Forms

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

www.provider.express-scripts.ca

NIHB PROGRAM MS&E BENEFITS

Health Canada Regional Offices

PRIOR APPROVALS

MS&E Benefits

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 MS&E Benefits

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
------------------	----------------

INQUIRIES

British Columbia	1-604-666-3331
	1-800-317-7878