

NEW INFORMATION

MS&E Provider Specialty Certifications

All new providers, legal and ownership changes must be registered with Express Scripts Canada prior to submitting claims. It is important to complete the NIHB agreement and include a copy of the professional diploma or the certification from the licensing bodies for each specialized MS&E items selected on page 18 of the agreement. Please be advised that only one provider billing number is allowed per location.

Registered MS&E providers wishing to add more MS&E specialties to their current services can fax a written request including the new certificates to Express Scripts Canada, attention: Provider Relations department at 1-855-622-0669. All new specialties must be approved by Express Scripts Canada prior to submitting claims. Providers can submit their first manual claim for a new MS&E specialty with the new certificate to the Claims Processing Department. Go to www.provider.express-scripts.ca/mse.html to access the claim form.

Direct Deposit Enrolment

To set up an Electronic Funds Transfer (EFT), please fax or send a voided cheque with the MS&E provider legal or operating name or an official bank letter with the completed Pharmacy and MS&E modification form (www.provider.express-scripts.ca/pdf/Medical_Supplies_and_Equipment_English/Modification_to_Pharmacy_and_MSE_Provider_Information_Form.pdf).

Please note that your written banking information without the signed modification form will not be accepted.

Waybills for Mobility Equipment, Incontinence Items and Oxygen Delivery Service

The NIHB Program does not cover local delivery of medical items and supplies (i.e. deliveries completed by the provider), but may cover and reimburse charges for the delivery of mobility equipment (99400819), incontinence items (99400820) and oxygen delivery service (99400262). The provider must obtain prior approval, and ship the medical item(s) to the client through a registered shipping company.

The provider must provide a copy of the waybill to obtain reimbursement for the shipping costs. In order for Express Scripts Canada to adjudicate the claim, the waybill amount must equal the same amount on the invoice/claim submission.

Submitting Manual Claims

To ensure efficient processing and payment of claims, please include all the required data elements in manual claims. The data elements for NIHB MS&E claims include:

- Client information.
- Claim information for each prescribed item.
- MS&E provider and parent information.

Submission of all required client data elements is necessary to verify that the claimant is a NIHB client.

Reversals and corrections (with the stated reason for reversal) to previously paid claims should be submitted on your MS&E claim statement.

Claims that have missing or incomplete information will be rejected for payment with an explanation, or manually returned requesting additional information. Providers may contact the Claims Processing Call Centre to receive assistance on how to complete the form. Please have your provider number, NIHB client details and PA number ready before you call.

REMINDERS

Modification Return Process

When submitting claims, please ensure the entire claim form is complete before sending it to Express Scripts Canada for claims processing. Forwarding an updated return letter is insufficient and the claim will not be processed. As a result, the letter will be sent back to the provider for requesting the correctly completed claim form.

MS&E Change of Ownership or New Registration

When changing ownership of MS&E retail services or registering/re-registering a new retail store, providers need to advise Express Scripts Canada immediately so the system can be updated. A new *Express Scripts Canada Medical Supplies and Equipment Provider Agreement* must be completed, including the effective date. Please include the reason for the new agreement (i.e. change of ownership, new opening/registration or NIHB re-registration to Express Scripts Canada).

- Please fax **all** pages of the *Express Scripts Canada Medical Supplies and Equipment Provider Agreement* with a cover sheet to: **1-855-622-0669**.

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 registered a new location, please complete and sign the *Express Scripts Canada Medical Supplies and Equipment Provider Agreement* and fax to **Express Scripts Canada's Provider Relations Department at 1-855-622-0669**. An agreement can be downloaded from the NIHB Claims Services Provider Website or requested from the Express Scripts Canada Provider Claims Processing Call Centre.

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
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INQUIRIES

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