

For our Pharmacy Providers

Summer 2001

NEWS AND VIEWS

Welcome to the summer edition of our quarterly newsletter for the year 2001. We are now into our third year of operations as the claims processor for the NIHB Program of the First Nations and Inuit Health Branch (FNIHB) of Health Canada.

Again, FCH would like to thank you for your support as you continue to provide quality health services to First Nations and Inuit clients of the NIHB Program.

As always, your comments and questions are welcome. Please call our FCH NIHB Toll-Free Inquiry Centre's Customer Service Representatives at **1-888-511-4666**, or send your correspondence to:

FCH Provider Relations
3080 Yonge Street, Suite 3002
Toronto, ON M4N 3N1

SUMMER 2001 NIHB DRUG BENEFIT LIST UPDATE

Please find attached the summer 2001 updates to the NIHB Drug Benefit List (DBL). This lists all changes to the April 1, 2001 NIHB DBL. It includes additions, replacement DINs, limited use benefits, drugs removed from the Canadian market and discontinued drugs.

Should you have any questions, please contact the First Canadian Health (FCH) NIHB Toll-Free Inquiry Centre at 1-888-511-4666.

NIHB DRUG BENEFIT LIST

The NIHB Drug Benefit List (DBL) and updates are available on the Internet at:

www.hc-sc.gc.ca/fnihb/nihb/pharmacy/drugbenefitlist/index.htm

Should you not have access to the Internet and require a hard copy, please refer to your winter 2000/2001 NIHB Pharmacy Newsletter.

MS&E BENEFITS REMOVED FROM THE NIHB MS&E BENEFIT LIST

As stated in the Spring 2001 NIHB Pharmacy Newsletter, some MS&E items have been moved from the NIHB MS&E List to the NIHB Drug Benefit List (DBL). Since

April 1, 2001 non-pharmacy providers can no longer bill for these items. This change was implemented to allow for consistent billing through one type of provider and with one pricing policy for utilization trend analysis by the NIHB Program.

A list of affected benefits was provided as an attachment to the Spring 2001 NIHB Pharmacy Newsletter for your reference.

DISPENSING FEE FOR PRESCRIBED DRUGS NOT PICKED UP BY CLIENTS

As per Sub-Section 5.5.1 of the Pharmacy/MS&E Provider Information Kit (PPIK), when a client does not pick up prescribed drug items which may be re-inserted into the pharmacy's inventory, FCH will pay the provider the dispensing fee.

The provider should reverse the original claim containing both dispensing fee and drug cost, and re-submit the claim using DIN 55555555.

Please note that DIN 55555555 can only be used once a day per client per prescription. For prescriptions containing multiple items, it will be necessary to re-submit the reversals on consecutive days within the 30-day claim re-submission window.

MANDATORY PRESCRIBER FIELD

The prescriber ID field is a mandatory requirement and must be completed as per Sub-Section 5.3 of the NIHB Pharmacy/MS&E Provider Information Kit (PPIK).

All claims submitted to FCH for adjudication must have a valid physician license number or provincial/territorial billing number depending on the provincial requirements.

Please note that Prince Edward Island providers should submit valid physician license.

Claims reviewed and found to be lacking this information will be returned to providers for completion.

NIHB PHARMACY/MS&E PROVIDER AUDIT FRAMEWORK

FCH conducts pharmacy/MS&E provider audit activities on behalf of the NIHB Program. These activities address the needs of the NIHB Program to comply with

accountability requirements for the use of public funds and to ensure provider compliance with the terms and conditions outlined in the FCH Management Corporation Inc. Pharmacy/MS&E Provider Agreement. The components of the Pharmacy Audit Framework are outlined below.

The **Next-Day Quality Assurance Program** consists of a review of a defined sample of claims submitted by providers the day following receipt by FCH. Providers may be contacted to ensure compliance with NIHB Program policies and procedures.

The **Client Confirmation Program** consists of a quarterly mail-out to a randomly selected number of NIHB clients to confirm receipt of benefits that have been billed on their behalf.

The **Provider Profiling Program** consists of a review of the billings of all providers against selected criteria and the determination of the most appropriate follow up activity if concerns are identified.

The **On-site Audit Program** consists of the selection of a focused sample of claims for validation with provider's records through an on-site visit.

Please refer to the directory insert in the pocket of your NIHB Pharmacy/MS&E Provider Information Kit (PPIK) for the telephone number and address of each FNIHB Regional Offices.

The FCH NIHB Toll-Free Inquiry Centre provides services to NIHB providers.

Attached are replacement pages for your NIHB Pharmacy/MS&E Provider Information Kit (PPIK) for Sub-Section 5.3. Please remove the existing pages and insert the revised ones.

Watch for two new NIHB Bulletins:

- (1) The NIHB MS&E Bulletin which will provide a summary of MS&E policy and benefit changes along with new benefit lists for insertion into Section 10 of PPIK.
- (2) The NIHB Drug Bulletin which will introduce the upcoming implementation of maximum allowable quantities for codeine (30mg) containing combination products.

APPEAL PROCESS

When a client is denied a benefit, three levels of appeal are available under the NIHB Program, which only the client can initiate. At each level, the appeal must be submitted in writing and must be accompanied by supporting information from the health care provider. The following information should be included:

- The condition (diagnosis and prognosis) for which the benefit or service is being requested;
- Alternatives that have been tried;
- Relevant diagnostic test results; and
- Justification for the proposed benefit or service.

A health care consultant, who will provide a recommendation to First Nations and Inuit Health Branch (FNIHB), will review the appeal. The final decision will be made by FNIHB, based on the consultant's recommendation, client's specific needs, the availability of alternatives, and NIHB policy.

Information sheets outlining the three levels of appeal and the addresses are available from FNIHB Regional Offices or on the NIHB web site at the following address:

www.hc-sc.gc.ca/fnihb/nihb/pharmacy/appealprocedures.htm

CLIENT CALLS

Pharmacy/MS&E providers are requested to direct client inquiries to the appropriate FNIHB Regional Office.