

For our Pharmacy Providers

Winter 2002-2003

NEWS AND VIEWS

Welcome to the winter 2002-2003 edition of our quarterly newsletter. We are now in our fourth year of operations as the claims processor for the NIHB Program of the First Nations and Inuit Health Branch (FNIHB) of Health Canada.

Again, we 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 contact our Toll-Free Inquiry Centre Representatives at **1-888-511-4666**, or send your correspondence to:

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

WINTER 2002-2003 UPDATES TO THE NIHB DRUG BENEFIT LIST (DBL)

Please find attached the winter 2002-2003 updates to the NIHB Drug Benefit List (DBL). The update provides a list of all changes to the April 1, 2002 NIHB DBL. It includes additions, replacement DINs, limited use benefits, and drugs discontinued by the manufacturer or removed from the Canadian market effective January 1, 2003.

The April 2002 NIHB DBL as well as the updates can be downloaded online at the following Internet address:

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

Should you have any questions, please contact the FCH NIHB Toll-Free Inquiry Centre's customer service representatives at **1-888-511-4666**.

CLAIMS OVER ONE YEAR OLD

Providers have one year from the date of service to secure payment. Claims submitted more than one year after the date of service will be rejected with the R21 message (PERIOD FOR SUBMITTING CLAIMS HAS EXPIRED).

SUBMISSION OF CLAIMS FOR CLIENTS OF BAND #047 MIAWPUKEK (FORMERLY KNOWN AS CONNE RIVER)

On November 1, 2002, FCH commenced processing NIHB

pharmacy claims for all clients from Band #047 Miawpukek (formerly known as Conne River).

Claims with a date of service on or after November 1, 2002, for all Band #047 clients may be submitted to FCH for payment. Manual claims should be sent to the following address:

FCH, NIHB Claims Dept.
5770 Hurontario St., 10th Floor
Mississauga, Ontario
L5R 3G5

Claims with a date of service prior to November 1, 2002 for all Band #047 clients must be sent to the following address for payment:

Conne River Health and Social Services
Attn Linda Joe, Administrative Assistant
P.O. Box 160, Conne River Reserve
Newfoundland A0H 1J0
Tel.: (709) 882-2710, Extension 5103

CONTACT FOR SYSTEM PROBLEMS

Providers should contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-511-4666** regarding system interruptions, slow response times, and host time-outs.

Please do not contact FNIHB Regional Offices regarding system problems.

PROVIDER CHANGE OF ADDRESS

Providers are required to inform FCH when they have a change of address. Failure to do so may result in a delay in receiving payment and will delay reception of bi-monthly statements and quarterly newsletters.

REMINDER FOR QUEBEC PROVIDERS

Quebec providers are reminded that all pharmaceutical items need to be prescribed by a medical doctor, dentist, or any other person authorized by Quebec provincial law to prescribe. The prescription must also specify the course of the treatment. In addition, the NIHB Program reserves the right to reject payment of a transaction for refills of prescriptions more than one year after date of issue.

For eligible medical supplies and equipment (MS&E), other than supplies for diabetics, as well as urine and blood testing agents, please note that a prior approval

from FNIHB Regional Office may be required. Also, Health Canada has the right to request the appropriate documentation to justify any amount claimed which must correspond to the manufacturers' acquisition cost and a maximum of a 30% mark-up.

Pharmacists filling or repeating a drug prescription for a chronic or long-term illness and dispensing medication for a treatment period of less than 28 days, in the form of a dosette, to a client unable to manage his/her medication independently, the fee to be billed is \$4.00 as specified in point 11, article 6.2 of the agreement between Health Canada and the *Association québécoise des pharmaciens propriétaires* (AQPP).

In assessing the need to provide a dosette, pharmacists must determine that the patient is unable to manage his/her medication independently, either because of a cognitive impairment or a physical disability. Examples of factors which would confirm such impairment include:

- Early or tardy renewal of prescriptions
- Regular forgetfulness or delay in taking required dosage
- Lack of understanding of the goals or methods of drug therapy
- Repeated therapeutic failure
- Complex dosage plan

The reasons for providing a dosette must be recorded in the patient's file.

For more information, please contact FNIHB Regional Office in Quebec at **514-283-1575** (from the Montreal area) or **1-877-483-1575** (from outside of Montreal).

FNIHB REGIONAL OFFICE ADDRESSES

CHANGES

Atlantic

The address of the Atlantic FNIHB Regional Office has been changed. The address is as follows:

First Nations and Inuit Health Branch
Health Canada
Maritime Center
Suite 1525, 15th Floor
1505 Barrington Street
Halifax, NS B3J 3Y6

Yukon, NWT and Nunavut

The postal code of the address for the Yukon, NWT and Nunavut FNIHB Regional Office at the Northern Secretariat has been changed. The address is as follows:

First Nations and Inuit Health Branch
Health Canada
14th Floor, Postal Locator 3914A
Sixty Queen Building
60 Queen Street

Ottawa ON K1A 0K9

These updates are on the attached directory for insertion into the NIHB Pharmacy/MS&E Provider Information Kit.

Providers should note, however, that the updated address will not be on PA confirmation letters until April 2003.

Attached are replacement pages for your NIHB Pharmacy/MS&E Provider Information Kit. Please remove the existing pages and insert the revised ones.
