

## For our Pharmacy Providers

Summer 2004

### NEWS AND VIEWS

Welcome to the summer 2004 edition of the Non-Insured Health Benefits (NIHB) quarterly newsletter. First Canadian Health (FCH) is now in its sixth 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 contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-511-4666**, or send your correspondence to:

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

### SUMMER 2004 NIHB DRUG BENEFIT LIST UPDATE

Please find attached the summer 2004 updates, which list all changes to the April 1, 2004, NIHB Drug Benefit List (DBL). These updates include the addition and replacement of Drug Identification Numbers (DIN), limited use benefits, drugs removed from the Canadian market and drugs discontinued by the manufacturer effective July 1, 2004.

These updates are reflected in the most recent electronic version of the NIHB DBL. Please refer to the website at the following URL address:

[www.hc-sc.gc.ca/fnihb/nihb/pharmacy](http://www.hc-sc.gc.ca/fnihb/nihb/pharmacy)

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

### FREQUENCY LIMIT FOR GLOVES (ITEM # 99400318)

On November 1, 2003, the frequency limit for gloves (item # 99400318) changed from 400 individual gloves to 12 boxes of gloves (100 gloves per box) per year. To verify if your client is eligible to receive gloves at this time, please call the FCH NIHB Toll-Free Inquiry Centre at **1-888-511-4666**.

### PRESCRIPTION NUMBER

Providers are reminded that the prescription number field should not be left blank on Point of Service (POS) and paper claims. It should be filled with a unique number

assigned by the pharmacy provider for the item dispensed. Please note that the claims will be rejected if the same prescription number is used for two items on the same date of service.

For further information on the data elements required on claims submitted through POS and the NIHB pharmacy claim form, please refer to Sections 5.4 and 5.8 of your *NIHB Pharmacy/MS&E Provider Information Kit (PPIK)*.

### CHANGE OF PROVIDER CONTACT INFORMATION

Providers are reminded to contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-511-4666** when there is a change of address or telephone/fax number. Failure to update your contact information may result in a delay of receiving payments and/or receiving important provider communication.

### CLIENT CALLS

Pharmacy providers are requested to direct client inquiries to the appropriate FNIHB Regional Office. 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 Office.

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

Providers can download a current version of the *NIHB Pharmacy/MS&E Provider Information Kit (PPIK)* at the NIHB website:

[www.hc-sc.gc.ca/fnihb-dgspni/fnihb/nihb](http://www.hc-sc.gc.ca/fnihb-dgspni/fnihb/nihb)

Providers without internet access can contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-511-4666**.