

## For our Pharmacy Providers

Winter 2004-2005

### NEWS AND VIEWS

Welcome to the Winter 2004-2005 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

professional judgement or individualized client care in the delivery of health care services, but to enhance it with additional information. Once the provider has reviewed the DUR message, and has consulted the prescriber and/or client, the provider can resubmit the rejected claim with a valid CPhA intervention code.

As stated in the Fall 2001, Spring 2002 and Fall 2004 First Canadian Health/NIHB Program Newsletters, the NIHB Program requires that providers document the nature of the intervention directly on the prescription hard copy or the electronic patient profile, and that this supporting documentation be retained for audit purposes. Claims reviewed as part of the DUR process are subject to recovery if the nature of the intervention is not documented.

For further information on DUR and intervention codes, please refer to Section 5.7 of the *NIHB Pharmacy/MS&E Provider Information Kit*.

### WINTER 2004-2005 NIHB DRUG BENEFIT LIST UPDATE

Please find attached the Winter 2004-2005 updates, which list all changes to the NIHB Drug Benefit List (DBL) since the Fall Update dated October 1, 2004. 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.

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**.

### DRUG UTILIZATION REVIEW (DUR) ON PRIOR APPROVED CLAIMS

Effective December 17, 2004, claims with valid prior approvals will undergo DUR when submitted via Point of Service (POS). This is to ensure that the provider is advised of potential drug-related problems or interactions.

The DUR program, which is part of the NIHB on-line claims adjudication system, provides an analysis of both previous claim data and current claim data to identify potential drug-related problems. DUR messages are returned to pharmacists to alert them of any potential problems. The purpose of these messages is not to replace

### REMINDER FOR DUR REJECT MESSAGE ME (DRUG / DRUG INTERACTION POTENTIAL)

Providers are reminded that the DUR reject message **ME (DRUG/DRUG INTERACTION POTENTIAL)** appears when the requested drug may interact with another drug currently used by the client, based on an accurate days supply submission. Following appropriate review and evaluation by the pharmacist, the rejected claim can be resubmitted along with a valid CPhA DUR intervention code.

### EXPANDING MAXIMUM ALLOWABLE QUANTITIES FOR NARCOTIC COMBINATION PRODUCTS

Currently, the NIHB Program has a quantity limitation for products containing codeine 30mg in combination with either acetaminophen or acetylsalicylic acid and with or without caffeine. A total of 1080 tablets is allowed in a 90-day period. All paid claims for any codeine 30mg combination analgesic product are counted towards the maximum allowable quantity.

Utilization patterns of other narcotic products were closely monitored following implementation of maximum allowable quantities for the codeine-containing analgesics. Effective January 1, 2005, the NIHB Program will be expanding the maximum allowable quantities to include other narcotic combination products containing codeine 15mg and 60mg in combination with either acetaminophen or acetylsalicylic acid and with or without caffeine. As well, maximum allowable quantities will be applied to products containing oxycodone with either acetaminophen

or acetylsalicylic acid. A total of 1200 tablets will be allowed in a 100-day period. All paid claims for these narcotic combination products will be counted towards the maximum allowable quantity.

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### EMERGENCY SUPPLY POLICY

Recent analysis of NIHB claims has shown what appears to be systematic use of the Program's emergency supply policy. Providers are therefore reminded that when a drug requiring prior approval is needed on an emergency basis, and access to the NIHB Drug Exception Centre is not possible (e.g. statutory holidays and after hours of operation only), a pharmacist may dispense an initial course of treatment (maximum of four-days supply). It is important that the pharmacist contact the NIHB Drug Exception Centre as soon as possible for an approval to be backdated to cover the emergency supply. This approval number must be included when submitting the four-day emergency supply claim. Additional dispensing of the balance of the prescription must follow the usual prior approval process.

If a prior approval is granted, the pharmacist is provided with a Prior Approval number and the details of the approved benefit by fax. The Prior Approval number must be included on any subsequent claim submitted for the requested approved drug benefit.

Claims submitted to the Program as Emergency Supply within the hours of operation of the NIHB Drug Exception Centre will be subject to audit.

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### MAXIMUM OF A 100-DAY SUPPLY ALLOWED PER DISPENSE

The NIHB Program allows NIHB covered items to be dispensed in accordance with the prescriber's directions, up to a maximum of a 100-day supply per dispense.

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### REPLACEMENT OF RETURNED MS&E ITEMS

Providers must follow the steps below to be reimbursed for unused MS&E returned items, and to receive payment for replacement items (if applicable).

First, the provider must contact the appropriate FNIHB Regional Office to advise them of the returned item, and to obtain a prior approval for the replacement item (even if the replacement item is the same as the returned item).

Next, the provider must submit a copy of the *NIHB Pharmacy Claim Statement* showing the paid claim for the returned item, along with a note requesting that it be reversed. Once the replacement item has been approved and provided to the client, the provider may submit a claim using the *NIHB Pharmacy Claim Form*, or through Point of Service.

Evidence of the steps described above are reviewed during the Next Day Claims Verification and On-Site Audit Programs.

For further information on prior approval requirements and the NIHB Provider Audit Program, please refer to Sections 3 and 5.12 of the *NIHB Pharmacy/MS&E Provider Information Kit*.

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### QUANTITY LIMITATIONS FOR MS&E ITEMS

All MS&E items, with or without a prior approval, that have an annual quantity limitation may only be provided and claimed at no more than a three-month period at a time. For example, if an item has a quantity limitation of 12 per year, then a maximum of 3 may be provided and claimed during a three-month period. Any quantities in excess of the amount allowed during the three-month period are subject to reversal or recovery through the audit program.

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### CHANGE OF PROVIDER CONTACT INFORMATION

Providers are reminded to contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-511-4666** when they have a change of address or telephone/fax number. Failure to do so may result in delivery delays for payments and/or important provider communication.

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### PRIOR APPROVAL REQUESTS FOR DRUGS

Prior approval requests for drugs can **ONLY** be obtained from the Health Canada NIHB Drug Exception Centre. The Health Canada NIHB Drug Exception Centre is open from Monday to Friday, from 8:00 a.m. to 6:00 p.m. local time (statutory holidays excluded). Providers can reach the Centre at the following Toll-Free numbers:

**1-800-580-0950** (English)

**1-800-281-5027** (French)

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Providers can download a current version of the *NIHB Pharmacy/Medical Supplies and Equipment Provider Information Kit* from the NIHB website at:

**[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**.