

For our Pharmacy Providers

Fall 2006

NEWS AND VIEWS

Welcome to the fall 2006 edition of the Non-Insured Health Benefits (NIHB) quarterly newsletter. First Canadian Health (FCH) is now in its eighth 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

IMPORTANT NOTICE - PAPER CLAIMS

Please be advised that First Canadian Health's pharmacy paper claims processing unit has moved from Mississauga to Toronto. Claims will be redirected for a short time. Please send all paper claims to the following address:

First Canadian Health
3002-3080 Yonge Street
Toronto, ON M4N 3N1

NEW AGREEMENT ON FEE STRUCTURE IN BC

A new agreement has been successfully negotiated between the British Columbia Pharmacists Association (BCPhA) and the Federal Healthcare Partnership (Health Canada - NIHB, Veterans Affairs Canada and the RCMP) for pharmacy fee structure. The length of this new agreement is from November 1, 2006 until September 30, 2007.

FALL 2006 NIHB DRUG BENEFIT LIST (DBL) UPDATES

The fall DBL 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 October 1, 2006.

The most recent electronic version of the NIHB DBL

reflects these updates. The DBL updates are located under 'Health Provider Information' at the following URL address:

www.healthcanada.gc.ca/nihb

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

NIHB HEALTH PROVIDER INFORMATION KITS

Renamed and reorganized NIHB Health Provider Information Kits are now available on the NIHB website; please note that program policy, claim submission, and payment requirements remain the same. Visit the website at:

www.healthcanada.gc.ca/nihb

To download the kits, select 'Health Provider Information' in the 'Topics' box on the right side of the page, then select 'Drug/Pharmacy Information;' directly beneath the 'Topics' box you will find another box, click on it to download the NIHB Drug/Pharmacy Health Provider Information Kit.

You can also call the FCH NIHB Toll Free Inquiry Centre at **1-888-511-4666** for instructions on how to find the kits online, or to have a copy sent to your office.

The content of NIHB Newsletters is also considered part of the Health Provider Information Kits, so please keep a copy with your kit.

**Please note that if you downloaded a new NIHB Health Provider Information Kit between June 23 and July 21, 2006, your kit contains incorrect information in the Provider Audit Section. Please visit the website to download a corrected version. We apologize for any inconvenience this oversight may have caused.*

REMINDER: DRUG UTILIZATION REVIEW (DUR) ON ALL POINT OF SERVICE (POS) CLAIMS

All Non-Insured Health Benefits (NIHB) claims undergo the DUR process when submitted via POS, including cases where claims were submitted to a Provincial or Territorial Plan first and no amount was paid by the Provincial or Territorial plan. The NIHB program is performing DUR on all claims to ensure that providers are advised of potential drug-related problems or interactions. Once the provider has reviewed the DUR message and has consulted the appropriate sources, the claim can be resubmitted with a Canadian Pharmacists Association (CPhA) intervention code.

Please remember that it is NIHB Policy that the use of any intervention code be supported by proper documentation. This includes, but is not limited to, the following:

- Date of the intervention
- Pharmacist's summary of the intervention
- Documented communication with the physician, caregiver, and/or patient
- Reason for early refill (medication lost, destroyed, stolen, physician changed dosage, or patient going out of town for a period greater than the days supply remaining of the current refill)

This information may be noted directly on the prescription hard copy or the electronic patient profile, and must be retained for audit purposes. NIHB claims reviewed as part of the DUR process are subject to recovery if the nature of the intervention is not documented in the client's file.

NIHB PHARMACY PROVIDER AUDIT

The Non-Insured Health Benefits (NIHB) Audit Program conducts pharmacy provider audits on a regular basis. The current audit findings relate to the issues outlined below. We are sharing these findings with you and clarifying the requirements for billing the NIHB Program.

DICLOFENAC TOPICAL PREPARATIONS

A prior approval from the NIHB Drug Exception Centre must be obtained prior to the dispensation of any topical preparation containing diclofenac. This applies even when diclofenac oral tablets are the primary ingredient in the compound. Preparations containing diclofenac are defined as extemporaneous mixtures.

BILLING OF EXTEMPORANEOUS MIXTURES

Findings of the NIHB Provider Audit Program indicate that claims submitted under the pseudo-DIN for extemporaneous mixtures are often inappropriate. Please note that the NIHB Program defines extemporaneous mixtures as:

...products that require compounding in a pharmacy in accordance with the orders of a prescriber and which must not duplicate the formulation of commercially manufactured drug products.

Audit findings indicate that many pharmacies draw medications into syringes and bill the item as a compound. If there is a medical reason that requires the pharmacy to draw the medication into a syringe, such as a visual impairment, then the pharmacy must contact the NIHB Drug Exception Centre (DEC) for an approval.

If the pharmacy draws the medication into a syringe for any other reason, such as a courtesy to the client, the paid compound fees are subject to recovery. The pharmacy must submit the DIN of the drug only, at cost, plus the

dispensing fee.

As a reminder, claims submitted for extemporaneous mixtures containing exceptions, limited use benefits, or for commercially manufactured drugs without a prior approval number, will be subject to reversal or recovery.

NUTREN[®] LIQUID

Nutren[®] liquid cannot be dispensed where a prescription has been issued for "ostomy supplies." Providers must verify with the physician all items to be dispensed, then document, and retain the results for audit purposes. Please remember that failure to comply with Program requirements will result in the recovery of audited claims

BACK-ORDERED QUANTITIES

When a pharmacy cannot dispense the full quantity of a drug or item prescribed due to insufficient stock, the pharmacy may choose to claim the full amount prescribed, if the remainder will be dispensed within a short period of time. The pharmacy must note the actual amount provided to the client, as well as the date the back-ordered quantity was provided to the client. In such cases, a second claim or dispensing fee cannot be submitted to the NIHB Program.

This process is subject to audit, and back-ordered quantities where documentation of the remaining dispense does not exist will be reclaimed.

Note: if the remaining quantity cannot be dispensed within a few days then the pharmacy must submit their claim for the actual amount provided to the client.

The NIHB Drug/Pharmacy Health Provider Information Kit, First Canadian Health/NIHB Program Newsletters, and NIHB Program Drug Bulletins all detail the NIHB Program's billing requirements. These documents are available on the NIHB website at:

www.healthcanada.gc.ca/nihb

QUANTITY LIMIT FOR STUMP SOCKS LIFTED

Effective immediately, stump socks, item codes 99400048 and 99400565, will not be subject to quantity cutbacks as a result of the 100 days supply rule outlined in the NIHB Drug/Pharmacy Health Provider Information Kit. The NIHB Program will now accept dispensed/billed quantities for up to one year, rather than 100 days. However, please note that the yearly maximum for these items remains the same.

To that end, NIHB auditors will not recover claims for stump socks where quantities exceed the 100-day supply rule.

Please note that this change applies to only those item numbers listed in this article.

REMINDER: PRESCRIBER ID

The Prescriber ID is mandatory for both hard copy and Point of Service (POS) claims. The Prescriber ID must be either the prescriber's License Number or Provincial/Territorial Billing Number.

Claims submitted with a blank "Prescriber" field on the NIHB Pharmacy Claim Form, or the "Prescriber ID" field on POS, will be rejected with the message **R14 Insufficient benefit information to adjudicate claim**.

For further information on the data elements required for claims submitted on the NIHB Pharmacy Claim Form and through POS, please refer to your NIHB Drug/Pharmacy Health Provider Information Kit.

CHANGE OF PROVIDER INFORMATION

Pharmacists must contact FCH in writing when one, or more, of the following occurs:

- Change of address
- Phone number
- Fax number
- Change of ownership
- Change of name
- Closure of a location

Please send this information to the following address:

**First Canadian Health
Provider Registration
3002-3080 Yonge Street
Toronto, ON M4N 3N1**

The *Pharmacy/MS&E Provider Agreement - Declaration upon Registration* indicates that the onus is on the provider to inform FCH of **ANY** changes to ownership or contact information.

NIHB FORMS

Most NIHB Program forms are available as samples, or for download on the NIHB website. Visit the 'Resources and Forms' section under 'Health Provider Information' at www.healthcanada.gc.ca/nihb, or call the FCH NIHB Toll Free Inquiry Centre at **1-888-511-4666** to request additional copies.

Most forms associated with the NIHB program, including the NIHB claim forms, and other NIHB program documents, are available for download from the NIHB website. Visit the 'Resources and Forms' section under 'Health Provider Information' at:

www.healthcanada.gc.ca/nihb

You can also order packages of the NIHB Pharmacy Claim Form and NIHB Client Reimbursement Form by sending a completed *Pharmacy Form Supply Requisition* by fax to **416-285-9018**. To receive a copy of the order form, call the FCH NIHB Toll Free Inquiry Centre at **1-888-511-4666**.

To download the current version of the NIHB Drug/Pharmacy Health Provider Information Kit from the NIHB website, visit:

www.healthcanada.gc.ca/nihb

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