

For our Pharmacy Providers

Fall 2009

NEWS AND VIEWS

Welcome to the Fall 2009 edition of the Non-Insured Health Benefits (NIHB) quarterly newsletter. First Canadian Health (FCH) is now in its last 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 and collaboration over the last eleven years during which you consistently provided 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 (ESI Canada NIHB Toll-Free Inquiry Centre after December 1, 2009) at **1-888-511-4666**, or send your correspondence to:

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

CHANGE IN NIHB CLAIM ADMINISTRATOR

HEALTH INFORMATION AND CLAIMS PROCESSING SERVICES

Effective December 1, 2009, ESI Canada will administer the Health Information and Claims Processing Services (HICPS) for pharmacy benefits covered by the NIHB Program. Please note that this change in claims processing services does not encompass any program or policy changes. Providers should continue to submit claims to FCH until November 30, 2009.

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

PROVIDER REGISTRATION

Due to the change in the NIHB claims processing services contractor, providers are reminded to register with ESI Canada by December 1, 2009 in order to avoid interruption of claims processing and payment services. If you have not already done so, we urge you to complete and submit the necessary provider agreement as soon as possible. This Provider Agreement (not applicable in Quebec) can be downloaded at the following website address:

<http://www.provider.esicanada.ca/pharmacists.html>

Quebec providers have to complete and submit the Pharmacy Information Letter, which can be downloaded at the following website address:

<http://www.provider.esicanada.ca/pharmacists.html#iquebec>

If you are unable to access the website, you can email ESI Canada at the following address:

ESICanadaNIHBProviderEnrolment@Express-Scripts.com

You can also call ESI Canada at **1-888-677-0111 ext. 7015** to request a package.

Once the Provider Agreement has been completed, providers can fax it in its entirety to **905-737-3161**. Providers who have submitted the Provider Agreement will receive a communication confirming their registration with the NIHB Program. Providers who are not registered with the NIHB Program in December 2009 will not be able to submit any electronic or manual claims.

Please note that a new ESI provider website will be available at <http://www.esicanada.ca/providers/> as of December 1, 2009. When accessing this website, providers will be able to download forms, fee schedules, etc., or inquire about the NIHB Program.

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

POINT OF SERVICE (POS) INTERRUPTION ON DECEMBER 5, 2009

Providers will not be able to submit their claims through POS on December 5, 2009 due to a system enhancement. Regular electronic claim submission will resume on December 6, 2009. We apologize for any inconvenience.

Please note that providers who are not registered with the NIHB Program by December 1, 2009 will not be able to submit any electronic or manual claims.

CHANGE IN VALIDITY PERIOD OF CHEQUES ISSUED BY FCH

Providers are reminded that all cheques issued by FCH will only be valid for six months from their date of issue.

PAYMENT AND REIMBURSEMENT DURING CONTRACT TRANSITION

As of November 30, 2009, amounts owed to the NIHB Program for claims administered by FCH should be made payable to the Receiver General for Canada.

NEW NIHB PROGRAM INFORMATION

NIHB DRUG BENEFIT LIST (DBL)

The April 2009 DBL, including the addition and replacement of Drug Identification Numbers (DIN), limited use benefits, drugs removed from the Canadian market, and drugs discontinued by the manufacturer, is available online. Please note that providers will now only receive in hard copy the DBL updates provided with the quarterly newsletter. However, providers can refer to the website to download the most recent electronic version of the complete NIHB DBL at the following URL address:

<http://www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/index-eng.php#drug-med>

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

FREQUENCY LIMIT FOR AEROCHAMBER DEVICES

On August 1, 2009, the NIHB Program introduced a frequency limit for DINs 00964891 (Aerochamber AC Girlz) and 00964905 (Aerochamber AC Boyz). The frequency limit allows for one device per year.

FREQUENCY LIMIT FOR XARELTO®

On October 1, 2009, the NIHB Program introduced a frequency limit for DIN 02316986 (Xarelto® 10MG Tab). The frequency limit allows for 14 tablets per 14 days. Please note that one month must elapse before starting a new treatment period.

GLUCOMETERS NO LONGER ELIGIBLE

Effective October 1, 2009, glucometers are no longer a benefit on the NIHB Formulary because they are provided without charge from the manufacturers. Claims for glucometers with a date of service on or after October 1, 2009, will be rejected.

For more information, providers can access the NIHB Drug Benefit List at the following website address:

<http://www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/index-eng.php#drug-med>

Providers may also contact the FCH NIHB Toll-Free

Inquiry Centre at **1-888-511-4666**.

CHANGES TO NIHB MS&E BENEFIT LIST

On August 1, 2009, the following types of changes were incorporated in the NIHB MS&E Benefit List:

- Addition of new item codes
- Deletion of some item codes
- Renaming of some existing item codes
- Changes to the frequency and/or prior approval requirements of some existing item codes

These changes are included in the Benefits and Criteria section of the NIHB Medical Supplies and Equipment Health Provider Information Kit, which can be downloaded from the Health Canada website at the following website address:

<http://www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/provide-four nir/med-equip/index-eng.php>

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

NIHB PROGRAM REMINDERS

PRESCRIBER ID REF. FIELD ON THE NIHB PHARMACY CLAIM FORM

In June 2009, a new field called *Prescriber ID Ref.* was added to the NIHB Pharmacy Claim Form to allow providers to identify the prescriber type as defined by the applicable prescriber provincial association. The *Prescriber ID Ref.* field is a required claim element. The two character alphanumeric code defines the prescriber's position as a physician, a nurse practitioner, or any other licensed practitioner with authorization to prescribe within the scope of practice in his/her province or territory and who is also recognized by the NIHB Program.

A list of these alphanumeric codes is provided on the last page of this newsletter. Providers may also obtain these codes through their software providers or by contacting the FCH NIHB Toll-Free Inquiry Centre at **1-888-511-4666**.

When submitting claims through Point-of-Service (POS), providers must also identify the prescriber type with the appropriate CPhA code in the *Prescriber ID Ref.* field (D.60.03) of their POS system.

STORE PHARMACY SOFTWARE DISCREPANCIES

Recent pharmacy audits have found some store pharmacy software discrepancies resulting in the transmission of an incorrect DIN to FCH. These discrepancies can affect the

adjudication of claims and may result in a claim rejection or incorrect payment, thereby resulting in a claim reversal or recovery through audit.

Pharmacists need to ask their software vendor for assistance to resolve this issue. Until then, pharmacists must review the paid DIN on their NIHB Pharmacy Claim Statement in order to ensure it reflects the actual item dispensed to the client.

QUANTITY LIMITATIONS FOR MS&E ITEMS

MS&E items that have an annual quantity limitation must be provided and claimed for no more than a three-month period at a time. This applies to items with or without a prior approval number.

Items must be claimed in individual units, not packages or boxes, unless otherwise indicated (e.g., gloves) in the NIHB Drug/Pharmacy Health Provider Information Kit and in the NIHB Medical Supplies and Equipment Health Provider Information Kit. For example:

- 99400259 – Batteries for left hearing aid: A maximum of 15 individual batteries can be claimed every 3 months.

Claims for MS&E items that are submitted with quantities in excess of the amount allowed during the three-month period, are subject to reversal or recovery through the audit program.

If you need a printed version of the NIHB Drug/Pharmacy Health Provider Information Kit, please download it from the NIHB website at the following address:

<http://www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/provide-four nir/pharma-prod/index-eng.php>

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

PRESCRIBER ID REFERENCE CODES TO BE USED ON CLAIM SUBMISSIONS

CODE	DESCRIPTION
01	College of Physicians and Surgeons of Ontario
02	Royal College of Dental Surgeons of Ontario
03	Board of Regents, Chiropody
04	OHIP billing number
05	Carrier designated out of province ID
06	College of Physicians and Surgeons of Manitoba
07	Manitoba Dental Association
08	Ontario College of Midwives
09	Ontario College of Pharmacists
11	Newfoundland Medical Board
15	Newfoundland Dental Association
16	Newfoundland Pharmaceutical Association
17	Newfoundland College of Nurses
21	College of Physicians and Surgeons of Prince Edward Island
25	Dental Association of Prince Edward Island
26	Prince Edward Island Pharmacy Board
27	Prince Edward Island College of Nurses
31	Provincial Medical Board of Nova Scotia
35	Provincial Dental Board of Nova Scotia
36	Nova Scotia Pharmaceutical Society
37	College of Registered Nurses of Nova Scotia
38	Nova Scotia Optometrists Association
41	College of Physicians and Surgeons of New Brunswick
44	College of Nurses of Ontario
45	New Brunswick Dental Association
46	New Brunswick Pharmaceutical Society
47	New Brunswick Association of Optometrists
48	Nurses Association of New Brunswick
51	College of Physicians and Surgeons of Québec
53	Podiatre du Québec
54	Ordre professionnel des sages-femmes du Québec
55	Ordre des Dentistes du Québec
56	Ordre des pharmaciens du Québec
57	Nurses Association of Quebec
66	Manitoba Pharmaceutical Association
67	Manitoba Nurses Association
71	College of Physicians and Surgeons of Saskatchewan
75	College of Dental Surgeons of Saskatchewan
76	Saskatchewan Pharmaceutical Association
77	Saskatchewan Registered Nurses Association
81	College of Physicians and Surgeons of Alberta
82	College & Association of Registered Nurses of Alberta
83	College of Dieticians of Alberta
84	College of Registered Dental Hygienists of Alberta
85	Alberta Dental Association
86	Alberta College of Pharmacists

CODE	DESCRIPTION
87	Alberta College of Optometrists
88	Alberta Association of Midwives
89	Alberta Podiatry Association
91	College of Physicians and Surgeons of British Columbia
93	British Columbia Association of Podiatrists
94	College of Optometrists of British Columbia
95	College of Dental Surgeons of British Columbia
96	The College of Registered Nurses of British Columbia (CRNBC)
97	College of Naturopathic Physicians of British Columbia
98	College of Midwives of British Columbia
99	Other
A1	Northwest Territories Medical Association
A2	Northwest Territories Nurses Association
B1	Yukon Medical Association
B5	Yukon Nurses Association
C1	Nunavut medical practitioner
C2	Nunavut Nurses Association
P1	College of Pharmacists of British Columbia