

NEW INFORMATION

2016 Drug Benefit List

The 2016 version of the Drug Benefit List (DBL) is now available on the Health Canada website at: healthcanada.gc.ca/dbl or via the NIHB Claims Services Provider Website (select Pharmacy link Drug Benefit List or Benefit Updates). Health Canada maintains a DBL of NIHB eligible drugs and products that are for use in a home or ambulatory setting. The DBL indicates to prescribers and pharmacy providers which drug products are eligible NIHB benefits. The DBL is published annually, and changes made during the year will continue to be communicated via regular NIHB DBL updates.

Sterile Syringes for Palliative Clients

To facilitate access and safe medication dispensing, the NIHB Program will reimburse providers an additional dispensing fee for the preparation of sterile syringe of injectable medications that are part of the palliative care formulary. Providers are able to claim for reimbursement for sterile syringes when **no alterations are required to the product prior to drawing up the syringe**. Providers are reminded that clients should first access alternate health coverage when available (e.g. through provincial home care programs). Providers may claim using the following pseudo DIN:

DIN	NAME
91500004	STERILE SYRINGE PREPARATION FEE

Faxing Pharmacy and MS&E Manual Claim Submissions

Providers can now fax original NIHB manual claim forms for processing to Express Scripts Canada. If preferred, providers can continue submitting claims by mail.

Claim forms are available at [provider.express-scripts.ca/documents/Pharmacy/Forms/English/NIHB Pharmacy Claim Form.pdf](http://provider.express-scripts.ca/documents/Pharmacy/Forms/English/NIHB%20Pharmacy%20Claim%20Form.pdf).

If completing the manual form by hand, please make sure that the handwriting is legible and fax the completed claim to 1 (888) 249-6098. Express Scripts Canada will notify the provider using the Provider Return Letter and request a resubmission if the fax is illegible.

The MS&E submission process for prior approvals (PA) will remain as is; continue to send the PA requests to the applicable Health Canada Regional Office. For PA requests related to pharmacy benefits contact the Drug Exception Centre (DEC) at 1 (800) 580-0950.

Below is a summary of documents that can be submitted by fax.

SPECIALTY AREA	MANUAL FORMS ACCEPTED BY FAX	ATTACHMENTS TO BE SUBMITTED WITH ORIGINAL CLAIM FORM (IF APPLICABLE)
Medical Supplies and Equipment (MS&E)	<ul style="list-style-type: none"> NIHB Medical Supplies and Equipment Claim Form Customized Medical Supplies and Equipment Invoice 	<ul style="list-style-type: none"> Waybills*
Pharmacy	<ul style="list-style-type: none"> NIHB Pharmacy Claim Form Customized Pharmacy Invoice 	<ul style="list-style-type: none"> Waybills*

**If required, must be included with faxed claim forms.*

REMINDERS

Adding MS&E Provider Speciality Certifications after Registration

In order to submit claims for a new specialty (not otherwise included at the time of registration), please provide a revised provider agreement that is available at: [provider.express-scripts.ca/documents/Pharmacy/Forms/English/Pharmacy Provider Agreement.pdf](http://provider.express-scripts.ca/documents/Pharmacy/Forms/English/Pharmacy%20Provider%20Agreement.pdf) noting the specialty and a copy of the appropriate certificate (for PRO1, PGO1 and PGO2) or diploma (for ORT1, ORT2, PRO3, PRO2, OXY, RES and AUD) to Express Scripts Canada.

NIHB PROGRAM AND EXPRESS SCRIPTS CANADA CONTACT INFORMATION

EXPRESS SCRIPTS CANADA

Provider Claims Processing
Call Centre

Please have your Provider Number readily available

Inquiries

1 (888) 511-4666

Pharmacy Extended Hours

Monday to Friday:
6:30 a.m. to midnight (ET)
Saturday, Sunday and Statutory Holidays:
8 a.m. to midnight (ET)

MS&E Extended Hours

Monday to Friday:
6:30 a.m. to 8:30 p.m. (ET)
Excluding Statutory Holidays

Pharmacy and MS&E Claims

Mail Pharmacy claims to:

Express Scripts Canada
NIHB Pharmacy Claims
P.O. Box 1353, Station K,
Toronto, ON M4P 3J4

Mail MS&E claims to:

Express Scripts Canada
NIHB MS&E Claims
P.O. Box 1365, Station K,
Toronto, ON M4P 3J4

Fax Pharmacy and MS&E claims to:

Toll Free Fax No.: 1 (888) 249-6098

Pharmacy/MS&E Provider Relations
Department & Provider Agreements

Fax Completed

Pharmacy/MS&E Provider Agreements to:

Toll Free Fax No.: 1 (855) 622-0669

Other Correspondence

Mail to:

Express Scripts Canada
5770 Hurontario St., 10th Floor,
Mississauga, ON L5R 3G5

NIHB PROGRAM

PHARMACY BENEFITS

Drug Exception Centre (DEC)

PRIOR APPROVALS

Pharmacy Benefits

1 (800) 580-0950 (English)
1 (800) 81-5027 (French)
Fax No.: 1 (877) 789-4379

Health Canada Regional Offices

PRIOR APPROVALS

MS&E Benefits

Alberta	1 (800) 232-7301
Atlantic	1 (800) 565-3294
Manitoba	1 (800) 665-8507
Northwest Territories/Nunavut/Yukon	1 (888) 332-9222
Ontario	1 (800) 881-3921
Quebec	1 (877) 483-1575
Saskatchewan	1 (866) 885-3933

INQUIRIES

Pharmacy/MS&E Benefits

Alberta	1 (780) 495-2694 1 (800) 232-7301
Atlantic	1 (902) 426-2656 1 (800) 565-3294
Manitoba	1 (800) 665-8507
Northwest Territories/Nunavut/Yukon	1 (888) 332-9222
Ontario	1 (800) 881-3921
Quebec	1 (877) 483-1575 1 (514) 283-1575
Saskatchewan	1 (866) 885-3933

First Nations Health Authority

PRIOR APPROVALS

British Columbia* 1 (888) 299-9222

INQUIRIES

British Columbia* 1 (604) 666-3331
1 (800) 317-7878

**For First Nation residents only.
For non-residents and Inuit, contact the Alberta region.*

NIHB Forms

Download from the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre.