

### NEW INFORMATION

#### Updated Provider Guide for Pharmacy Benefits

The Provider Guide for Pharmacy Benefits has been updated to reflect current NIHB Program policies. The guide is available on the NIHB website at: [www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/drug-med/2016-prov-four-guide/index-eng.php](http://www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/drug-med/2016-prov-four-guide/index-eng.php).

#### Change in Listing Status of Docusate Sodium and Docusate Calcium

Effective September 13, 2016, all docusate sodium and docusate calcium products, including combination products, will become non-benefits. The NIHB Drugs and Therapeutics Advisory Committee recommended the change in listing status following the review of clinical trials as docusate products have not shown any evidence of efficacy. For more information on the use of docusate for constipation, please see: [www.cadth.ca/dioctyl-sulfosuccinate-or-docusate-calcium-or-sodium-prevention-or-management-constipation-review](http://www.cadth.ca/dioctyl-sulfosuccinate-or-docusate-calcium-or-sodium-prevention-or-management-constipation-review).

Please note that the NIHB Program covers a full range of products to treat and prevent constipation including:

- PEG products
- Lactulose
- Bisacodyl and sennosides tablets
- Fibre supplements
- Glycerine and bisacodyl suppositories
- Enemas and others

A full listing of products is available at: [www.health.gc.ca/dbl](http://www.health.gc.ca/dbl).

#### Coverage of Medications Prescribed by Pharmacists in Quebec

Subsequent to the change of the scope of practice of pharmacists in Québec with the adoption of the Loi 41 in June 2015, providers are advised that NIHB covers the cost of medications listed in the NIHB Drug Benefit List (DBL) and dispensing fees in the following situations:

1. The prescription has been extended by the pharmacist.
2. The prescription has been adjusted by the pharmacist.
3. Substitution has taken place for the prescription in drug shortage situations.

4. The drug is prescribed by a pharmacist for a minor condition listed under the provincial regulations for a patient who has been diagnosed by a doctor or assessed by a specialized nurse practitioner and has already received a prescription from a physician or a nurse practitioner for the same medical condition.
5. The drug is prescribed by a pharmacist for minor conditions when no diagnosis is required. This is limited to vitamin supplements, folic acid and Diclectin (or generic medications) in pregnancy; smoking cessation products; emergency oral contraception; hormonal contraception following a consultation for emergency oral contraception (up to a period of three (3) months) and pediculosis treatment.

NIHB does not cover prescriptions by pharmacists for the following *minor conditions*:

- Antibiotic prophylaxis for patients with prosthetic heart valves
- Cytoprotection
- Travel medicine (traveler's diarrhea, malaria prophylaxis and prophylaxis of acute mountain sickness)

NIHB does not reimburse the costs of the following activities:

- Ordering laboratory tests
- Administration of a medication to demonstrate its appropriate use
- Professional services of assessing the patient

NIHB would like to remind pharmacy providers that submitted claims must comply with the terms of the agreement and may be subject to an audit in accordance with the conditions of the agreement.

For additional information about specific pharmacist prescribed drug products, providers can contact Express Scripts Canada.

#### Nurses in Quebec Prescribing Medications and Wound Care

Effective January 2016, Registered Nurses (RNs) in Quebec have been listed as NIHB-recognized prescribers of certain medications and wound care supplies.

Under the new scope of practice, NIHB covers medications for eligible clients for specified medical conditions prescribed by RNs in Québec. As per NIHB policy, medications must be listed in the NIHB Drug Benefit List (DBL) to be eligible for coverage.

NIHB Program and Express Scripts Canada Contact Information can be found on the last page of this NIHB Newsletter.

Please note the following codes for submitting claims

- Prescriber ID ('Individual Permit Number'): ranges from 820001 to 879999
- Prescriber ID Ref Number: 57 (for RN's in Quebec)

For the list of MS&E wound care supplies, providers can refer to section 2.7 in the MS&E General Benefits List at: [www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/provide-fournir/med-equip/criter/general-eng.php](http://www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/provide-fournir/med-equip/criter/general-eng.php).

## New Pharmacy and MS&E Fillable Claim Forms

For easy and convenient claims submission, fillable claim forms will be available on the provider website on April 1, 2016. The Pharmacy Claim Form is available at [www.provider.express-scripts.ca/documents/Pharmacy/Forms/English/NIHB Pharmacy Claim Form.pdf](http://www.provider.express-scripts.ca/documents/Pharmacy/Forms/English/NIHB_Pharmacy_Claim_Form.pdf) and the MS&E Claim Form is available at [www.provider.express-scripts.ca/documents/Medical Supplies and Equipment/Forms/English/NIHB MSE Claim Form.pdf](http://www.provider.express-scripts.ca/documents/Medical_Supplies_and_Equipment/Forms/English/NIHB_MSE_Claim_Form.pdf).

Please download and use the updated forms when submitting manual claims.

## Provider Guide for Medical Supplies and Equipment Benefits

The Provider Guide for Medical Supplies and Equipment (MS&E) will be published in Spring 2016 to reflect current NIHB Program policies.

### REMINDERS

## NIHB Program Inquiries and Requests

To ensure a timely response, please direct provider requests to the appropriate area (contact information is included on the last page of the newsletter):

- Express Scripts Canada for new registrations, claims and Program questions
- NIHB Drug Exception Centre for Medications requiring Prior Approvals
- Health Canada Regional Office for Medical Supplies and Equipment Prior Approvals

## Importance of Providing Current Provider Information

**It is important that the most current provider information is given to Express Scripts Canada, otherwise providers may not receive new and important information from NIHB and Express Scripts Canada regarding NIHB coverage, claims submission procedures, etc.**

A verbal request is accepted at the Express Scripts Canada Provider Claims Processing Call Centre to change the following provider information:

- Email address, fax number, phone number and/or *correction* to your current address.

All other changes to provider information must be completed on the *Modification to Pharmacy/Medical Supplies & Equipment Provider Information Form*, signed by the director or owner of the business, and submitted by fax or mail as indicated on the form.

These types of changes include:

- Usual and Customary (U&C) dispensing fee, new complete address (e.g., moved), bank information and/or name and/or ownership of your business.
- Providers must notify Express Scripts Canada when a pharmacy location closes and where the clients' files will be transferred.

The *Modification to Pharmacy/Medical Supplies & Equipment Provider Information Form* can be downloaded from [www.provider.express-scripts.ca/documents/Pharmacy/Forms/English/Modification to Pharmacy and Medical Supplies and Equipment Provider Information Form.pdf](http://www.provider.express-scripts.ca/documents/Pharmacy/Forms/English/Modification_to_Pharmacy_and_Medical_Supplies_and_Equipment_Provider_Information_Form.pdf).

## Pharmacy Change of Ownership or New Registration

### Important Message

When changing ownership of a pharmacy or registering/re-registering a new pharmacy, please advise Express Scripts Canada immediately. Express Scripts Canada requires 10 business days to make changes/updates within the adjudication system. A new **fully completed Express Scripts Canada Pharmacy Provider Agreement** noting the effective date of the pharmacy is required. Please include a **cover page with the Agreement including the effective date, the current phone number and email address for the contact at the pharmacy and the reason for the request for registration** (e.g., new pharmacy opening or ownership change, etc.).

**Note:** All fields on Page 18 of the *Express Scripts Canada Pharmacy Provider Agreement* must be *completed in full*. Ensure pages 15 and 20 are signed by the owner or director of the business and include the **date** the Agreement was signed.

Download the Agreement from [www.provider.express-scripts.ca/documents/Pharmacy/Forms/English/Pharmacy Provider Agreement.pdf](http://www.provider.express-scripts.ca/documents/Pharmacy/Forms/English/Pharmacy_Provider_Agreement.pdf) and fax all pages to **1-855-622-0669** with a cover sheet advising the reason for the new Agreement:

- Change of Ownership
- New opening/registration (including effective date)
- NIHB re-registration to Express Scripts Canada

Provider numbers are not activated until Express Scripts Canada receives the pharmacy college and Health Canada approvals to proceed with registration. Providers are contacted by the Provider Relations Department the week to a few days prior to the opening/effective date of the pharmacy.

**Note:** A provider must first register with Express Scripts Canada before submitting claims.

## New Pharmacy Openings

New pharmacy providers must advise Express Scripts Canada that they have had their pharmacy college inspection and have been approved by the college prior to Express Scripts Canada activating their profile. Any changes (e.g., legal name, operating name, address, etc.) must be updated with the college before Express Scripts Canada can process these modifications. Please provide an **alternate phone number and email address** for the contact person at the pharmacy, if the direct phone number for the pharmacy has not yet been activated.

## NIHB PROGRAM AND EXPRESS SCRIPTS CANADA CONTACT INFORMATION

### EXPRESS SCRIPTS CANADA

Provider Claims Processing  
Call Centre

*Please have your Provider Number readily available*

**Inquiries and Password Resets**  
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

#### 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., 10<sup>th</sup> Floor,  
Mississauga, ON L5R 3G5

### NIHB Forms

**Download** from the

NIHB Claims Services Provider Website or contact  
the Provider Claims Processing Call Centre

[www.provider.express-scripts.ca](http://www.provider.express-scripts.ca)

### NIHB PROGRAM

## PHARMACY BENEFITS

### Drug Exception Centre (DEC)

#### PRIOR APPROVALS

#### Pharmacy Benefits

1-800-580-0950 (English)  
1-800-281-5027 (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.*