

### NEW INFORMATION

#### Coverage of Bisphosphonates

Effective March 10, 2016, the following bisphosphonates are open benefits (these were previously limited use benefits):

- Risedronate 5 mg, 30 mg, 35 mg and 150 mg
- Alendronate 5 mg, 10 mg, 40 mg and 70 mg
- Alendronate/vitamin D3

This change is intended to increase client access to medications for the treatment and prevention of osteoporosis and Paget disease.

#### NIHB Prescriber Policy for Pharmacy Benefits

In order to be eligible for reimbursement, the following conditions must be satisfied by all prescribers:

- Licensed by and in good standing with the respective governing body or province in which they practice.
- The prescription has been written in accordance with federal and provincial legislation

Specific to prescribers (except pharmacists):

- The prescription falls within the health professional's scope of practice, as defined by the relevant provincial and territorial regulations.
- In addition the NIHB Program accepts prescriptions for Schedule II, III and unscheduled (non-prescription) drugs that are not included on a health professionals prescribing list, **when items reasonably fall within the prescribers scope of practice.**

#### New Pharmacist Initiated Treatment for Constipation

Effective June 1, 2016, the NIHB Program will accept claims, which do not require prior approval, when pharmacists in Quebec initiate treatments to treat constipation for NIHB clients. The medications allowed for treating constipation are listed in AHFS class 56:12.00 of the NIHB DBL.

The NIHB Program requires providers to maintain documentation related to claims submitted as a result of a pharmacist recommendation; at a minimum, this must include the following information:

- Date
- Name, and address or date of birth of the patient
- Proper name, common name, or brand name of the prescribed drug, and the quantity thereof
- Dosage
- Amount
- Signature of the licensed pharmacist

The drug cost and dispensing fee submitted will be reimbursed according to NIHB reimbursement policies. Pharmacist documentation must be available for review on audit. The NIHB Program does not compensate pharmacists for client assessment services.

#### Change in listing Status for Naloxone

To improve access to treatment for opioid overdose, naloxone 0.4 mg/mL 1 mL products are now an open benefit in the DBL. The following DINs are included:

DRUG	DIN	MFR
Naloxone 0.4 mg/mL 1 mL ampoule	02148706	SDZ
Naloxone 0.4 mg/mL 1 mL ampoule	02382482	ALV
Naloxone 0.4 mg/mL 1 mL ampoule	02382601	SDZ
Naloxone 0.4 mg/mL 1 mL vial	02393034	OMG

Where pharmacies are providing ancillary supplies to support safe naloxone administration and overdose management, providers can bill the cost of the naloxone and ancillary supplies as a "naloxone kit" under pseudo-DIN 09991460. Accepted contents in a naloxone kit include:

- 2 x one mL ampoules or vials of naloxone 0.4 mg/ mL
- 2 alcohol swabs
- 2 safety syringes
- 1 rescue breathing mask
- 2 ampule breakers (if ampoules dispensed)
- 2 pairs of gloves

The ancillary items should not be billed separately from the naloxone. Please note that all claims are subject to audit verification. Where NIHB clients are eligible to receive naloxone or a naloxone kit through other programs, providers are expected to coordinate claims per usual policy.

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

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

Published jointly by Express Scripts Canada and Health Canada

## Opioid Dose Escalation Limit

Effective June 1, 2016, NIHB no longer approves requests to increase opioid doses above 300 mg morphine equivalents per day. Clients who are currently approved on doses above 300 mg morphine equivalents per day (but below the NIHB maximum opioid dose limit for 450 mg morphine equivalents per day) will be permitted to continue at their current dose, but will not be approved for dose escalations. Requests sent to the Drug Exception Centre (DEC) to increase doses above 300 mg morphine equivalents per day will be considered only on a case-by-case basis for acute, temporary pain conditions. This policy does not apply to palliative clients or clients undergoing cancer treatment. This policy, as part of NIHB's Prescription Drug Abuse strategy, is intended to promote the safe and appropriate use of opioids.

## Non-Insured Health Benefits (NIHB) Program 2014/15 Annual Report

Providers may wish to consult NIHB Program's 2014/15 Annual Report, which provides national and regional data on the Program's eligible client population, expenditures, benefit utilization and NIHB's efforts in the area of client safety. To access the 2014/15 report, visit [provider.express-scripts.ca/documents/AnnualReport/2014-2015\\_NIHB\\_Annual\\_Report\\_EN.pdf](http://provider.express-scripts.ca/documents/AnnualReport/2014-2015_NIHB_Annual_Report_EN.pdf).

## Assembly of First Nations Survey for NIHB Providers

Please be advised, NIHB is collaborating with the Assembly of First Nations (AFN) on a joint review of the Program, with the goal of identifying and implementing actions that enhance client access to benefits and increase Program efficiencies. As part of this work, the AFN has created web-based surveys to gather feedback from health providers who provide services to NIHB clients. You are invited to visit the following link to participate in the NIHB provider survey: [health.afn.ca/en/highlights/general/nihb-pharmacy](http://health.afn.ca/en/highlights/general/nihb-pharmacy).

## REMINDERS

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

Effective Sept. 13, 2016, all docusate sodium and calcium products (including combination products), will become non-benefits.

This change is based on an independent review by the CADTH on the effectiveness of stool softeners for the prevention and treatment of constipation. The evidence showed that in patients taking opiates or in patients in long-term care **stool softeners did not increase stool frequency, soften stools, or lessen the symptoms of constipation**. For other patients, there was no evidence on whether stool softeners were effective in the treatment of constipation.

Providers can inform NIHB clients and prescribers of the upcoming change, and discuss the range of alternatives available. The NIHB Program has produced client information which can be printed and provided to clients that is available at: [hc-sc.gc.ca/fniah-spnia/nihb-ssna/benefit-prestation/newsletter-bulletin-eng.php](http://hc-sc.gc.ca/fniah-spnia/nihb-ssna/benefit-prestation/newsletter-bulletin-eng.php).

The NIHB Program covers many other medications and treatments for constipation. These include:

- Osmotic agents such as PEG products and lactulose
- Stimulants, such as bisacodyl and sennosides tablets
- Bulking agents, such as Metamucil
- Rectal preparations such as glycerin suppositories and Fleet enemas
- Lubricants, such as Lansoyl gel and heavy mineral oil

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

If alternate treatment is indicated, the NIHB Program will reimburse pharmacist-initiated constipation treatment.

## Coverage of Selenium Sulfide 2.5%

The NIHB Program covers selenium sulfide 2.5%, commonly known as Selsun 2.5%, for the treatment of tinea versicolor. The Program does not cover any other selenium sulfide such as Selsun Blue shampoo for the treatment of dandruff. Prescriptions that do not meet the Program's criteria are subject to review and potential audit recovery.

## Claims Submission and Change of Ownership or New Registration

For ownership changes, please ensure that all claims are submitted for processing **prior** to the change of ownership and legal name changes. For any outstanding claims, please contact the Provider Claims Processing Call Centre for assistance.

## Legal Business/Operating Name on Void Cheques

When registering for direct deposit and submitting void cheques to Express Scripts Canada, please ensure the cheque includes the legal business/operating name.

# 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

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