



## NEW INFORMATION

**Celecoxib Coverage Status**

On July 5, 2017, the NIHB Program changed the coverage status for celecoxib (Celebrex and generics) to an open benefit medication. Previously, this was a limited use benefit with criteria. As with any brand name product that has generic equivalents, only the best price (lowest cost) alternative product in a group of interchangeable drug products will be reimbursed. Pharmacists must follow their provincial/territorial pharmacy legislation and policies to identify interchangeable products and to select the lowest-priced equivalent product.

**Opioid Dose Limit Reduction (200 mg)**

To ensure the safety of clients, on November 6, 2017, the NIHB Program will lower the dose coverage limit for opioids to 200 mg morphine equivalents per day. The NIHB Program is gradually reducing the opioid dose coverage limit to be in line with prescribing guidelines. This does not apply to clients who are taking opioids for cancer or palliative pain management. Clients who have been receiving opioid treatment which exceeds this new limit may be approved for continued coverage in order to facilitate safely tapering to a lower dose. Pharmacy providers should call the Drug Exception Centre at 1(800) 580-0950 when the dose limit is reached.

**Client Eligibility for Naloxone**

Health Canada encourages those at risk of an opioid overdose, and people close to them, to have a naloxone kit and the training to use it.

Naloxone is unique from other client-specific medications as it may be requested for personal use or to protect an at-risk person who is close to the client (e.g. family member or friend). When naloxone is being prescribed or recommended by the pharmacist, it should be billed to the NIHB Program under the name of the person requesting it, regardless of whether it is for their personal use or for use on an at-risk person close to them.

**British Columbia First Nations Health Authority Benefit Coverage**

The British Columbia (BC) First Nations Health Authority (FNHA) assumed responsibility for the design, management, and delivery of supplementary health benefits to First Nations residing in BC in 2013. As a transitional measure, to ensure a smooth transfer of responsibilities and to maintain continuity of health benefits services to clients, NIHB (in part through Express Scripts Canada) has continued to provide claims adjudication and processing services for the pharmacy benefit on behalf of the FNHA since this time.

Effective October 1, 2017, First Nations eligible for FNHA benefit coverage (i.e., those residing in BC) will receive the majority of their pharmacy benefits through BC's PharmaCare Program. NIHB will continue to provide claims adjudication and processing services only for a limited number of pharmacy items not available through PharmaCare following this date. Providers will receive a message at the point of sale when a claim is denied by NIHB because the item is now available for adjudication through the FNHA BC PharmaCare plan.

Providers are invited to direct questions regarding this transition, including questions regarding client eligibility for the FNHA's Health Benefits Program to the FNHA either by dialing the toll-free number at 1(855) 550-5454 or by emailing [healthbenefits@fnha.ca](mailto:healthbenefits@fnha.ca).

**Updated Fillable Forms**

Electronic fillable forms have been updated and are available for download from the NIHB provider website at [provider.express-scripts.ca](http://provider.express-scripts.ca). The newest fillable forms include:

- NIHB Pharmacy Claim Form
- Modification to Pharmacy/Medical Supplies and Equipment Provider Information Form

## REMINDERS

### Coverage of Generic Methotrexate

The NIHB Program covers certain generic versions of methotrexate pre-filled syringes. The full list of products covered by the Program can be found in the NIHB Drug Benefit List (DBL) available at [canada.ca/nihb](http://canada.ca/nihb).

### Importance of Providing Current Information

Providers must supply Express Scripts Canada their most up-to-date contact and mailing information, otherwise providers may not receive communications related to NIHB coverage changes and claims submission procedures.

To change provider information, please call the Express Scripts Canada Provider Claims Processing Call Centre:

- Email address
- Fax number
- Phone number
- Correction to your current address

All other provider related changes must be completed on the Modification to Pharmacy/Medical Supplies & Equipment Provider Information Form available on [provider.express-scripts.ca](http://provider.express-scripts.ca) and must be signed by the director or owner of the business. These types of changes include:

- Usual and customary (U&C) dispensing fee
- New complete address (e.g., moved)
- Bank or direct deposit information
- Change of managing directors

For a business/operating legal name change or a change of ownership, an Express Scripts Canada representative will contact the provider and request the completion of a new Agreement.

Providers must also notify Express Scripts Canada when a pharmacy location closes and where clients' files will be transferred.

### Consulting the Guide for Pharmacy Benefits

Providers are encouraged to consult and retain the most current version of the Guide for Pharmacy Benefits that is available at [canada.ca/nihb](http://canada.ca/nihb) or [provider.express-scripts.ca](http://provider.express-scripts.ca). In addition, policy changes are communicated via the regular newsletter publication.

## NIHB PROGRAM AND EXPRESS SCRIPTS CANADA CONTACT INFORMATION

### EXPRESS SCRIPTS CANADA

#### Provider Claims Processing Call Centre

*Please have your Provider Number readily available*

1 (888) 511-4666

#### Pharmacy Extended Hours

Monday to Friday:

6:30 a.m. to midnight Eastern Time

Saturday, Sunday and Statutory Holidays:

8 a.m. to midnight Eastern Time

#### MS&E Extended Hours

Monday to Friday:

6:30 a.m. to 8:30 p.m. Eastern Time

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:

1 (888) 249-6098

#### Provider Relations Department

##### Fax completed provider agreements to:

1 (855) 622-0669

#### Other Correspondence

##### Mail to:

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

### 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

### FIRST NATIONS HEALTH AUTHORITY

##### PRIOR APPROVALS

British Columbia\* (fax number) 1 (888) 299-9222

##### INQUIRIES

British Columbia\* 1 (800) 317-7878

*\*For First Nation residents in British Columbia 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.