

NEW INFORMATION

Updated Guide for Pharmacy Benefits

The Non-Insured Health Benefits (NIHB) Program has updated the *Provider Guide for Pharmacy Benefits*. In an effort to reach a larger audience, the Provider Guide is now called the *Guide for Pharmacy Benefits*.

The *Guide for Pharmacy Benefits* provides information on Health Canada's NIHB Program policies relevant to providers and clients. Hyperlinks are included in the Guide for quick access to forms and Program information.

The updated Guide is available on canada.ca/nihb.

Please read and retain the most current version of the Guide to ensure continued compliance with your NIHB Provider Agreement. In the event of a contradiction between document versions, the provisions of the Health Canada web-posted 2017 Guide will prevail.

Reduction in Dose Limit for Opioids

On January 3, 2017, the NIHB Program lowered the dose limit for opioids to 400 mg morphine equivalents per day.

The NIHB Program is gradually reducing the opioid dose limit to be in line with prescribing guidelines and to ensure the safety of Clients. This does not apply to clients who are taking opioids for cancer or palliative pain management.

In some cases, clients may be exempt from the dose limit. Pharmacists should call the Drug Exception Centre at 1 (800) 580-0950 when the dose limit is reached.

Pharmacist Prescribing – Policy Update

The NIHB pharmacist prescriber policy has been updated effective December 1, 2016. Under the policy, the NIHB Program will reimburse claims of Schedule 1 drugs prescribed by pharmacists that fall within the pharmacist's scope of practice, as defined by the relevant provincial and territorial regulations, and which are benefits included in the Drug Benefit List (DBL). Please note: reimbursement is limited to coverage of the drug claim. Please refer to the NIHB Guide for Pharmacy Benefits for the full policy statement.

Pharmacist-Initiated Treatment – Update to List of Medications and Conditions

The NIHB Program updated the list of medications and conditions which are eligible for reimbursement when prescribed or recommended in accordance with the Pharmacist Initiated Treatment Policy. New eligible treatments are listed below. The full list is available in the *NIHB Guide for Pharmacy Benefits*.

Condition	Eligible Schedule 2, 3 and Unscheduled Treatments
Acne	<ul style="list-style-type: none"> Topical benzoyl peroxide products listed in AHFS class 84:04.92 of the DBL
Bacterial conjunctivitis and otitis externa	<ul style="list-style-type: none"> Polymyxin B sulfate + gramicidin drops Bacitracin zinc, polymyxin B sulfate ophthalmic ointment
Childhood nutrition – may be initiated by a pharmacist only in children up to the age of six (6) years	<ul style="list-style-type: none"> Multivitamins listed in AHFS 88:28.00 of the DBL Vitamin D liquid
Diabetes mellitus	<ul style="list-style-type: none"> Diabetic devices listed in 94:01.00 of the DBL Blood glucose test strips listed in 36:26.00 of the DBL
Fungal infections of the skin and mucosa, including vaginal candidiasis and oral thrush	<ul style="list-style-type: none"> Topical and vaginal anti-fungals listed in AHFS class 84:04.08 of the DBL excluding ketoconazole shampoo Fluconazole 150 mg tablet/capsule as a single dose
Risk of opioid overdose	<ul style="list-style-type: none"> Naloxone 0.4 mg/mL 1 mL injection Naloxone 1 mg/mL 1 or 2 mL injection Naloxone nasal spray (USA product pDIN 09991474) Naloxone kits – 2 ampules/vials pDIN 09991460 Naloxone kits – 3 ampules/vials pDIN 09991488

Naloxone Reimbursement

The NIHB Program has added naloxone ampules, vials and nasal spray as open benefits. To support access to these naloxone products, the Program will also reimburse these naloxone products when prescribed or recommended under the Pharmacist Initiated Treatment Policy. The list of open benefit naloxone added to the NIHB DBL is as follows:

Name	DIN/pseudo-DIN
Naloxone 1 mg/mL INJ	02148714
Naloxone 1 mg/mL INJ	02393042
Naloxone kit 3 vials or ampules	09991488
Naloxone Nasal Spray (pDIN USA product)	09991474

Custom-made Foot Orthotics Provider Speciality Certification

In order for Medical Supplies and Equipment claims to be accepted and approved, providers must submit a copy of their certification for each specialty for which they intend to provide services when enrolling in the NIHB Program. Only providers that have a specialty certification for custom-made foot orthotics (ORT2) can claim for these items. Any claims submitted without proper ORT2 certification will be denied or reversed. Please consult the [2017 Guide for Medical Supplies and Equipment Benefits](#) for more information on acceptable ORT2 certifications under the NIHB Program.

New Electronic Version of the Pharmacy Provider Agreement

Providers can now easily register in the NIHB Program by completing the electronic Pharmacy Provider Agreement that is available on the NIHB Claims Services Provider website at provider.express-scripts.ca/documents/Pharmacy/Forms/English/Pharmacy Provider Agreement.pdf.

Please fax or mail the completed and signed Agreement to Express Scripts Canada and ensure the most current version of Adobe Reader is used when completing fillable forms.

REMINDERS

Compounds with Diclofenac

Compounds with diclofenac as an ingredient require a prior approval and will be reviewed on a case-by-case basis.

Reminder: the compound must not duplicate a commercially available product.

Legibility Requirement for Manual Form Submissions

If providers are not using the fillable claim forms, please ensure all submissions are clear and legible (by fax or mail). Express Scripts Canada will notify the provider using the Provider Return Letter and request a resubmission if the form is illegible. Fillable claim forms are available at provider.express-scripts.ca.

Prescriptions and Client Records

Pharmacy providers must ensure that the name written on the prescription corresponds to the name noted on the client's record within the pharmacy's software. If the prescription indicates a first and/or last name that is different from the Indian Status card, then this information should be documented in the client's record for audit purposes.

Clients are advised to update their information by contacting their Band Office or the Registration Services Unit of the Department of Indigenous and Northern Affairs Canada (INAC) at (819) 953-0960. For more information, please refer to the *Guide for Pharmacy Benefits*, [Section 5.2 Client Eligibility](#).

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., 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) 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.