

NEW INFORMATION

Change to Benzodiazepine Dispensing Frequency from 100 to 30 Days

Effective November 3, 2015, as part of its Prescription Drug Abuse Strategy, the NIHB Program will institute a 30-day maximum dispense policy for all benzodiazepines.

One (1) full fee is paid per 30-day dispense (or less, if prescribed in a smaller quantity). Where benzodiazepines are prescribed to be dispensed for a longer duration, NIHB reimburses up to a maximum of 30 days at a time. Prescriber approval to split a prescription into 30-day dispenses will not be required for benzodiazepines. This policy is an exception to the 100-day supply policy, however the provisions of the short-term dispensing policy remain in effect for benzodiazepines.

Please be advised that Express Scripts Canada is unable to automatically adjust the day supply to 30 days. Providers are expected to apply the policy beginning November 3, 2015 by manually adjusting the day supply.

2015 Drug Benefit List

The 2015 version of the Drug Benefit List (DBL) is now available on the Health Canada website at: www.healthcanada.gc.ca/dbl.

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 encourages optimal and cost-effective drug therapy for NIHB clients. It is recommended that prescribers and pharmacy providers regularly review the list to ensure they are aware of the drugs eligible for NIHB coverage. The DBL is published annually, and changes made during the year will continue to be communicated via regular NIHB DBL updates. Both the DBL and DBL updates can be viewed on the NIHB Claims Services Provider Website (select Pharmacy link **Drug Benefit List** or **Benefit Updates**).

Change of Listing Status of Insulin Pump Supplies

As of November 3, 2015, the insulin pump supplies listing status will be changed from open to limited use benefit. Insulin pump supplies will be covered for clients with type 1 diabetes who have had coverage for a pump approved by the NIHB Program or, by another plan. The updated insulin pump supplies with pseudo-DINs (pDINs) are provided in the 2015 DBL. Please consult the 2015 DBL for the complete listing of the supplies.

New listing of Syringes and Needles

In the 2015 DBL, the listing of pDINs for syringes and needles has been changed. In previous DBLs, these products were listed in general categories. The new listing of syringes and needles refers to specific products with their own pDINs. Please consult the 2015 DBL for the complete listing of syringes and needles.

Maximum Allowed Dollar Threshold

As of September 11, 2015 the default maximum allowed dollar threshold for claims adjudication without a prior approval (PA) increased from \$999.99 to \$1999.99. Providers require a PA for claims that are over \$1999.99. NIHB may set a lower maximum dollar threshold for specific items. Providers will be notified of these exceptions. Please contact the Provider Claims Processing Call Centre for related questions.

REMINDERS

Coverage of Extemporaneous Mixtures

To be eligible under the NIHB Program, extemporaneous mixtures must have at least one ingredient listed on the NIHB DBL and must not duplicate the formulation of commercially manufactured drug products.

Extemporaneous mixtures containing exception or limited use drugs must have a PA by the NIHB Drug Exception Centre (DEC). Once approved, a NIHB PA confirmation letter listing the extemporaneous pseudo-DIN and the DIN of the exception or limited use drug is issued. Upon receipt of the NIHB PA confirmation letter, the pharmacy may proceed with billing, using the extemporaneous mixture pseudo-DIN, referencing the PA number provided.

Extemporaneous mixtures containing ingredients excluded from the NIHB Program will not receive coverage. Some of the excluded ingredients are:

- Hair growth stimulants (example: minoxidil in topical preparations)
- Fertility and impotence drugs
- Homeopathic preparations
- Herbal remedies
- Cosmetics

Following next-day claims verification procedures, those claims submitted for extemporaneous mixtures that do not meet the requirements will be reversed in the system and reclaimed by the audit program.

At the pharmacist's discretion, pharmaceutical powders may be used in lieu of tablets/capsules; these powders will be reimbursed at Actual Acquisition Cost (AAC) up to the maximum allowable cost based on the price of the listed tablet/capsule.

Compounds with Diclofenac

Compounds with diclofenac as an ingredient are not eligible under the Program. Paid compound claims found to have been prepared with diclofenac will be recovered through audit activities. Please refer to the 2015 DBL for commercially available 1.5% diclofenac topical products which require prior approval for coverage under the NIHB Program.

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

Client Questions

For responses to questions regarding the NIHB Program, providers should have the client contact Health Canada's regional office directly (contact information on the last page of the newsletter).

Provider Questions

For responses to questions regarding the NIHB Program, providers should use the toll free number for Express Scripts Canada Provider Claims Processing Call Centre.

Help Express Scripts Canada Serve Providers Better

Feedback on the service received from the NIHB Provider Claims Processing Call Centre is valuable and can be used to improve services to all NIHB providers. If there are questions regarding the service received through the NIHB Provider Claims Processing Call Centre please contact Express Scripts Canada and have the following information available:

- Provider number
- Date and time of the call
- The name of the customer service representative
- The details regarding the call

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., 10th 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

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	1-888-332-9222
Ontario	1-800-881-3921
Quebec	1-877-483-1575
Saskatchewan	1-866-885-3933
Yukon	1-866-362-6717

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	1-888-332-9222
Ontario	1-800-881-3921
Quebec	1-877-483-1575
	1-514-283-1575
Saskatchewan	1-306-780-8294
	1-866-885-3933
Yukon	1-866-362-6717

British Columbia First Nations Health Authority

PRIOR APPROVALS

British Columbia 1-888-299-9222

INQUIRIES

British Columbia 1-604-666-3331
1-800-317-7878