

NEW INFORMATION

New NIHB Claims Services Provider Website

The NIHB Claims Services Provider Website has been redesigned for ease of access, and will no longer require a login ID and password. Providers can continue to access Express Scripts Canada corporate website or go directly to www.provider.express-scripts.ca. Please bookmark this address for future reference.

Change in Listing Status of Quetiapine 150 mg

Effective February 1, 2016, quetiapine 150 mg (DINs 02284251 and 02439174) will be removed from the NIHB Drug Benefit List (DBL). Please consult the NIHB DBL for coverage of other quetiapine products.

Payment for Claims Requiring a Special Authorization

The claims adjudication process for MS&E items requiring a special authorization (SA) now includes a step to validate the claimed quantity and the days' supply (where applicable). You will note that two additional columns have been added to the SA confirmation letter for minimum days' supply per claim and for minimum quantity per claim.

The claimed quantity will be verified against the approved per claim minimum quantity and days' supply as follows:

- When the claimed quantity is greater than or equal to the per claim minimum quantity, the claim will be accepted, as long as all other conditions are met. Where the claimed quantity is less than the approved per claim minimum quantity, the claim is rejected.
- When the incoming claim days' supply is equal to or greater than the minimum days' supply, the claim will be accepted as long as all other conditions are met. When the incoming claim days' supply is less than the minimum days' supply, the claim will be rejected.
- If the claim is rejected on this basis, a new CPhA response code and message UN - CLAIM DOES NOT COMPLY WITH TERMS OF SPEC AUTH will be sent.

All claims must meet all conditions outlined in the SA confirmation letter in order for the claim to be successfully adjudicated.

Procedures to submit an SA request have not changed.

NIHB Annual Report 2013/2014

Providers may wish to consult the Program's 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. A summary of the 2013/2014 NIHB Annual Report can be found at: www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/2014_rpt/index-eng.php, where you can also order a copy of the report.

REMINDERS

Updating Your Contact Information

If your business contact information has changed, please complete and submit a Modification to Pharmacy/Medical Supplies and Equipment Provider Information Form available at www.provider.express-scripts.ca/documents/Medical_Supplies_and_Equipment/Forms/English/Modification_to_Pharmacy_and_MSE_Provider_Information_Form.pdf.

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