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NOTE: For information on NIHB Program policies and items covered, consult the [Medical Supplies and Equipment Guide and Benefit Lists](#).

NEW IN THIS EDITION

GENERAL INFORMATION

Online MSE Provider Troubleshooting Frequently Asked Questions (FAQ) Roadmap

The “Online Account Troubleshoot FAQ” answers frequently asked questions related to Express Scripts Canada (ESC). It addresses a wide range of topics including NIHB web accounts, the Prior Approvals process, and the claim submission process. The Online Provider Troubleshooting FAQ can be found on the NIHB Provider and Client Website at nihb.express-scripts.ca > provider > medical supplies and equipment > forms.

OXYGEN

Item Name Change for Oxygen Masks

Effective June 25, 2021, the name of the benefit “mask” (code 99400238) has changed to “Oxygen, simple face mask” to better identify this item.

Unit Price Creation for Oxygen Simple Face Masks and Nasal Cannulas

Effective June 25, 2021, a unit price of \$5.11 has been established for oxygen, simple face mask (code 99400238) and \$3.50 for nasal cannulas (code 99400239). These items are covered as open benefits i.e. no PA required.

Change in Respiratory Prior Approval (PA) Form

Effective June 6, 2021, the Non-Insured Health Benefits Program (“the Program”) has made changes to the Respiratory PA form. The revised form now includes two new columns in the item details section: “start date”; and “end date”. This form can be found on the NIHB Provider and Client Website at nihb.express-scripts.ca > provider > medical supplies and equipment > forms.

MEDICAL SURGICAL

Adhesive Suture Strips: Unit Price Creation, Classification Change and New Recommended Replacement Guidelines

Effective June 25, 2021, adhesive suture strips (code 99400446) are listed as an open benefit with a unit price of \$2.40 per strip and with a recommended replacement guideline of 50 strips per year.

AUDIOLOGY

Unit Price Change for Cochlear Implant Rechargeable Batteries

Effective May 5, 2021, the unit price for rechargeable batteries for cochlear implant processors (codes 99401250 [RT] and 99401251 [LT]) has been revised. Providers are required to bill according to the manufacturer price indicated in the price file for each battery type. This information can be found on the NIHB Provider and Client Website at nihb.express-scripts.ca > provider > medical supplies and equipment > forms. These batteries continue to be covered as an open benefit i.e. no PA is required.

FOOTWEAR

Recommended Replacement Guideline Clarification for Modifications to Stock Footwear

The Program wishes to clarify the recommended replacement guideline for modifications to stock footwear (code 99400171). The recommended replacement guideline is two (2) shoe modifications every two (2) years. This applies either to:

- a) A single shoe (2 individual shoe modifications every 2 years); or
- b) A pair of shoes (i.e. 1 modification per side [left and right] every 2 years)

This information can be found in the MSE Guide and Benefit Lists at canada.ca/nihb-medical-supplies-equipment > [medical supplies and equipment guide and benefit lists > 4.0 footwear equipment and supplies benefits list](#).

REMINDERS

Claiming Reimbursement for Medical Supplies and Equipment (MSE)

For claim reimbursements, please note the following:

1. Items with a unit price:
 - The amount claimed must be the lowest of (1) the total of the Actual Acquisition Cost (AAC) + Mark Up (MU), or (2) an amount up to the Program's published unit price (listed in the price files on the NIHB Provider and Client Website at nihb.express-scripts.ca > provider > medical supplies and equipment > medical supplies and equipment price files.
 - The NIHB unit price already includes a markup. Therefore, when a cost up to the unit price is requested, the Provider must enter the amount claimed in the item cost field and enter \$0 in the markup field (or leave it empty) of the Medical Supplies and Equipment Claim Form.
 - If the AAC+ MU exceeds the NIHB's defined unit price, the Provider must justify why an item above the NIHB unit price is required. The Provider must also submit the supplier's invoice. In the absence of the supplier's invoice, the Program unit price will apply.

2. Items without a unit price:

- The provider must enter the AAC in the item cost field and the MU in the markup field of the Medical Supplies and Equipment Claim Form.

In the absence of the AAC or supplier invoice, the Program will establish the appropriate pricing for the item. Additional details can be found in the MSE Claims Submission Kit on the NIHB Provider and Client Website at nihb.express-scripts.ca > provider > medical supplies and equipment > claims submission kits.

Manual Wheelchair Purchase

To avoid unnecessary delays in the approval of a manual wheelchair purchase, the Provider must ensure that the occupational therapist/physiotherapist includes the following information with the prior approval request:

- Medical diagnoses
- Client's physical and functional status and current method of mobilization
- Client's height and weight
- Justification for Client's need of a manual wheelchair to complete activities of daily living
- Number of hours per day that the wheelchair will be used
- Explanation of the Client's ability to self propel
- Confirmation the manual wheelchair fits within the Client's home environment
- Type and model of the wheelchair recommended and rationale for the chosen model
- Dimensions and features of the wheelchair recommended
- Clinical rationale for all additional features and accessories
- Indication that the recommended equipment was trialed
- Clinical rationale indicating why a basic cushion is not recommended

Note: NIHB provides for one wheelchair every 5 years.

Medical Supplies and Equipment Not Picked Up by Clients

When a Client has not picked up an item that has been approved after 30 days, the item must be returned to the provider inventory. The Provider can claim for reimbursement only when the equipment or supply is dispensed to the Client. For custom-made or special-order items, please refer to the MSE guide at canada.ca/nihb-medical-supplies-equipment > [medical supplies and equipment guide and benefit lists > 1.0 general policies > 1.16 unclaimed medical supplies and equipment items](#). Contact your local Regional Office for prior approval. Each submission will be reviewed on a case-by-case basis.

Providers to Submit a Prior Approval (PA) Form

Providers are reminded to submit PA forms for items that are Limited Use benefits in the Program. These forms ensure the necessary information is submitted and help minimize delays during the adjudication process. Each MSE sub-benefit has a PA form that is specific to items from that benefit category. These forms are revised periodically, and the information required to complete the revised and most current form may be different from the information required from the previous form. Providers must use the most recent PA form to ensure that all required information is provided. Prior Approval forms can be found on the NIHB Provider and Client Website nihb.express-scripts.ca > provider > medical supplies and equipment > forms.

NIHB PROGRAM AND EXPRESS SCRIPTS CANADA CONTACT INFORMATION

EXPRESS SCRIPTS CANADA

NIHB Call Centre at Express Scripts Canada

*Please have your Provider Number
readily available*

Inquiries and Password Resets
1 888 511-4666

MSE Extended Hours

Monday to Friday:
6:30 a.m. to 8:30 p.m. Eastern Time
Excluding Statutory Holidays

MSE Claims

Mail claims to:

Express Scripts Canada
NIHB MSE Claims
PO Box 1365, Station K
Toronto, ON M4P 3J4

Provider Relations Department

*Each additional MSE location must be registered
with the NIHB Program with its Provider Number
prior to services being rendered*

Mail or fax any completed form(s) from the Enrolment Package or other provider documentation to:

Express Scripts Canada
Attention: Provider Relations
5770 Hurontario Street, 10th Floor
Mississauga, ON L5R 3G5
Fax (toll free): 1 855 622-0669

NIHB PROGRAM

MSE BENEFITS

Indigenous Services Canada Regional Offices

PRIOR APPROVALS/INQUIRIES

Alberta	1 780 495-2694 1 800 232-7301
Atlantic	1 902 932-1523 1 800 565-3294
British Columbia:	
First Nations Clients living in British Columbia:	
contact First Nations Health Authority (FNHA)	
support line	1 855 550-5454
Inuit and non-resident First Nations NIHB Clients	
in British Columbia:	
contact the NIHB Program	1 800 232-7301
Manitoba	1 800 665-8507
Northwest Territories	1 888 332-9222
Nunavut	1 888 332-9222
Ontario	1 800 881-3921
Quebec	1 877 483-1575 1 514 283-1575
Saskatchewan	1 866 885-3933
Yukon	1 888 332-9222

NIHB Forms

Download forms from the NIHB Provider and Client Website at nihb.express-scripts.ca or contact the NIHB Call Centre at Express Scripts Canada at 1 888 511-4666.