



## NEW IN THIS EDITION

### General Information

- Online MSE Provider Troubleshooting Frequently Asked Questions (FAQ) Roadmap

### Medical Surgical

- Adhesive Suture Strips: Classification Change and New Recommended Replacement Guidelines

## REMINDERS

- Claiming Reimbursement for Medical Supplies and Equipment (MSE)
- Manual Wheelchair Purchase
- Medical Supplies and Equipment Not Picked Up by Clients
- Providers to Submit a Prior Approval (PA) Form

**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](http://nihb.express-scripts.ca) > provider > medical supplies and equipment > forms.

## MEDICAL SURGICAL

### Adhesive Suture Strips: Classification Change and New Recommended Replacement Guidelines

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

## 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](http://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](http://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](https://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](https://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, 10<sup>th</sup> 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](http://nihb.express-scripts.ca) or contact the NIHB Call Centre at Express Scripts Canada at 1 888 511-4666.