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## NEW IN THIS EDITION

### GENERAL INFORMATION

#### Implementation of Price Updates for Select MS&E Items

Effective April 19, 2023, Unit Prices for select items in the following categories have been adjusted:

- Limb and body orthotics equipment and supplies
- Medical surgical equipment and supplies
- Oxygen equipment and supplies
- Self-care equipment and supplies

Please note that prices apply to items where the date of service is on or after the price implementation date.

Up to date pricing information for MS&E may be found in the MS&E Price Files on the Express Scripts Canada NIHB Provider and Client Website at: [nihbssna.express-scripts.ca/en](http://nihbssna.express-scripts.ca/en) > [provider](#) > [medical supplies and equipment](#) > [price files](#).

#### Name Change for Adhesive Remover

The Program has changed the name of Adhesive remover (99400476) to Adhesive remover, 50 wipes/box or 50 mL/bottle. The recommended replacement guidelines remain 6 boxes or bottles per year.

If requests are made for bottles/boxes that exceed 50 mL or 50 wipes, the quantities claimed need to be adjusted accordingly e.g., a quantity of 2 must be requested for a 100 mL bottle, or a quantity of 3 must be requested for a box of 150 wipes.

Details can be found in sections **9.0 Self-care**, **12.0 Communication** and **13.0 Medical Surgical** of the MS&E Guide and Benefit Lists at [canada.ca/nihb-medical-supplies-equipment](http://canada.ca/nihb-medical-supplies-equipment) > [medical supplies and equipment guide and benefit lists](#).

#### Claims Submission Kit Update

Section 5.1.2 of the MS&E Claims submission kit, Claiming Reimbursement for Medical Supplies and Equipment, was updated in January 2023. The amount claimed must be the lowest of (1) the total of the Actual Acquisition Cost (AAC) + Mark-Up (MU), or (2) the provider's Usual and Customary (U&C) price, or (3) the manufacturer's suggested retail price (MSRP). Details can be found on the Express Scripts Canada NIHB Provider and Client Website at [nihb-ssna.express-scripts.ca/en](http://nihb-ssna.express-scripts.ca/en) > [provider](#) > [medical supplies and equipment](#) > [claim submission kit](#).

## Revised Claim Submission Form

The Claim Submission Form was revised January 30, 2023 and is available on the Express Scripts Canada NIHB Provider and Client Website at [nihb-ssna.express-scripts.ca/en](http://nihb-ssna.express-scripts.ca/en) > [provider](#) > [medical supplies and equipment](#) > [forms](#). Providers must use this new form when manually submitting claims.

## Teletypewriter (TTY) Service Now Available

Contact information regarding the teletypewriter (TTY) service is now available on the Express Scripts Canada NIHB Provider and Client Website. This communication device is used to support those who have a hearing or speech impairment. Contact 1 888 431-0065 to utilize this service.

## AUDIOLOGY

### New Codes for Hearing Aid ‘Remake Only’

Effective November 15, 2022, two new limited use codes were created for hearing aids:

- Remake only - Left (99401371), with a unit price of \$51
- Remake only - Right (99401372), with a unit price of \$51

These codes are for hearing aids that do not require repairs and that are no longer under warranty.

Details can be found in section **2.0 Audiology** of the MS&E Guide and Benefit Lists at [canada.ca/nihb-medical-supplies-equipment](http://canada.ca/nihb-medical-supplies-equipment) > [medical supplies and equipment guide and benefit lists > 2.0 audiology](#).

### New Code Names for the Remake with Repair by Manufacturer of Hearing Aids

Effective December 1, 2022, the benefit codes 99401122 and 99401123, previously known as “Remake with repair by a manufacturer-Left” and “Remake with repair by a manufacturer-Right” have been renamed “Remake with repair-Left” and “Remake with repair-Right”, respectively.

Details can be found in section **2.0 Audiology** of the MS&E Guide and Benefit Lists at [canada.ca/nihb-medical-supplies-equipment](http://canada.ca/nihb-medical-supplies-equipment) > [medical supplies and equipment guide and benefit lists > 2.0 audiology](#).

## SELF-CARE

### Recommended Replacement Guideline Change for Floor-to-Ceiling Poles

Effective February 2, 2023, the recommended replacement guideline for floor-to-ceiling poles (99400321) has changed from one (1) per lifetime to one (1) per ten (10) years.

Details can be found in section **9.0 Self-care** of the MS&E Guide and Benefit Lists at [canada.ca/nihb-medical-supplies-equipment](http://canada.ca/nihb-medical-supplies-equipment) > [medical supplies and equipment guide and benefit lists > 9.0 self-care](#).

## New Eligible Recommenders for Bedpans

As of February 1, 2023, Licensed Practical Nurses (LPN) and Registered Practical Nurses (RPN) are recognized as eligible recommenders for bedpans (99400294). Details can be found in section **9.0 Self-care** of the MS&E Guide and Benefit Lists at [canada.ca/nihb-medical-supplies-equipment](http://canada.ca/nihb-medical-supplies-equipment) > [medical supplies and equipment guide and benefit lists > 9.0 self-care](#).

## MOBILITY

### Recommended Replacement Guideline Change for Canes

Effective February 2, 2023, the recommended replacement guidelines for single canes (99400332) and aluminum, adjustable, quad canes (99400333) have changed from one (1) per lifetime to one (1) per five (5) years.

Details can be found in section **11.0 Mobility** of the MS&E Guide and Benefit Lists at [canada.ca/nihb-medical-supplies-equipment](http://canada.ca/nihb-medical-supplies-equipment) > [medical supplies and equipment guide and benefit lists > 11.0 mobility](#).

## MEDICAL SURGICAL

### New Eligible Recommenders for Select Items

As of February 1, 2023, nurses specialized in wound, ostomy, and continence (NSWOC) and nurses with a wound, ostomy and continence (C)anada certification (WOCC(C)) are recognized as eligible recommenders for sterile saline (99400469), dressing trays (99400764), and packing strips (99400468). Details can be found in section **13.0 Medical surgical** of the MS&E Guide and Benefit Lists at [canada.ca/nihb-medical-supplies-equipment](http://canada.ca/nihb-medical-supplies-equipment) > [medical supplies and equipment guide and benefit lists > 13.0 medical surgical](#).

## REMINDERS

### Requests for Early Replacement of Hearing Aids

Coverage requests for early replacement of hearing aids require prior approval, a new prescription as well as documentation supporting the need for early replacement.

Early replacement of items may be considered when one of the following has occurred:

- There is a substantial change in a client's medical condition (for example substantial change in hearing, etc.) and the item no longer meets the client's needs
- The item is no longer functioning properly, has deteriorated during typical use and is no longer under warranty (where the cost of repair exceeds the cost of a new item – except for items covered under an existing repair agreement)

If requesting early replacement for a new hearing aid due to a substantial change in hearing, please submit a copy of the current and previous audiograms for review. If the client has not had a substantial change in hearing, please provide specific details

regarding the client's unique hearing needs which justify the request for early replacement. This should include details of the impact of the client's hearing loss on daily living, and how hearing aids will improve their situation.

- The NIHB Program will not cover the replacement of lost hearing aids (hearing aids no longer under loss warranty), stolen items, or items that are damaged due to misuse or negligence.

For items eligible for a trade-in allowance such as a cochlear implant processor, the trade-in value must be submitted with the prior approval request.

Details can be found in section **2.0 Audiology** of the MS&E Guide and Benefit Lists at [canada.ca/nihb-medical-supplies-equipment > medical-supplies-and-equipment-guide-and-benefit-lists > 2.0 audiology](https://canada.ca/nihb-medical-supplies-equipment > medical-supplies-and-equipment-guide-and-benefit-lists > 2.0-audiology).

## Review of Urgent Prior Approval Requests

The NIHB Program screens incoming prior approval requests to prioritize those that are urgent. Items in the following categories receive the highest priority and are considered urgent:

- Required for palliative care or imminent hospital discharge
- Oxygen/ventilator/apnea monitor
- A new ostomy
- The first request for wound care

Providers are asked to follow these priority guidelines when identifying requests as urgent and to indicate the reason for the urgency on the prior approval form. The NIHB Program will process all other requests in the order they were received.

Details can be found in section **1.0 General Policies** of the MS&E Guide and Benefit Lists at [canada.ca/nihb-medical-supplies-equipment > medical-supplies-and-equipment-guide-and-benefit-lists > 1.0 general policies](https://canada.ca/nihb-medical-supplies-equipment > medical-supplies-and-equipment-guide-and-benefit-lists > 1.0-general-policies).

## Services Included in the Price of Footwear Benefits

The following are included in the price of footwear benefits that are covered by the NIHB Program:

- The initial client assessment
- The dispensing of the footwear benefit (including adjustments and fitting)
- Follow-up visit(s).

Providers are reminded that they cannot bill clients copayments or extra charges, collect a deposit, or seek compensation from a client for any of the services included in the price of the item.

More information can be found in section **4.0 Footwear**, subsection **4.1.8 Services included in price** of the MS&E Guide and Benefit Lists at [canada.ca/nihb-medical-supplies-equipment > medical-supplies-and-equipment-guide-and-benefit-lists > 4.0 footwear > 4.1.8 services included in price](https://canada.ca/nihb-medical-supplies-equipment > medical-supplies-and-equipment-guide-and-benefit-lists > 4.0-footwear > 4.1.8-services-included-in-price).

## Renewal of Oxygen Therapy

Providers are reminded to submit the following required documentation for the renewal of oxygen therapy:

- Completed prior approval form

- Prescription, signed and dated, indicating the flow rate (in litres per minute or pulse dose) and the usage in a number of hours per day
- Testing requirements (either an arterial blood gas [ABG] or oximetry testing)

More detailed information can be found in section **5.0 Oxygen** of the MS&E Guide and Benefit Lists at [canada.ca/nihb-medical-supplies-equipment > medical-supplies-and-equipment-guide-and-benefit-lists > 5.0 oxygen](https://canada.ca/nihb-medical-supplies-equipment > medical-supplies-and-equipment-guide-and-benefit-lists > 5.0-oxygen).

## Blood Pressure Monitors – Cuff Size

Blood pressure monitors (including cuff) are covered at a frequency of 1 every 5 years. Providers must ensure that they have obtained accurate measurements prior to choosing the appropriate blood pressure cuff size for clients. Measurements are required to be documented as part of the patient record.

Early requests for a new cuff size will only be considered if there is a significant change in the client's medical condition where the current cuff size no longer meets the client's needs (e.g., client lost or gained significant weight and the cuff size is no longer appropriate).

Details can be found in section **9.0 Self-care** of the MS&E Guide and Benefit Lists at [canada.ca/nihb-medical-supplies-equipment > medical-supplies-and-equipment-guide-and-benefit-lists > 9.0 self-care](https://canada.ca/nihb-medical-supplies-equipment > medical-supplies-and-equipment-guide-and-benefit-lists > 9.0-self-care).

## Missing or Incomplete Information When Submitting a Claim

To help avoid delays in receiving payments, providers must ensure forms are fully completed when submitting a claim form. For example:

- Name and address of provider/supplier
- Complete client information
- Payee information

Please refer to the MS&E Claims Submission Kit for detailed information and requirements for claim submission procedures on the Express Scripts Canada NIHB Provider and Client Website at [nihb-ssna.express-scripts.ca/en > provider > medical-supplies-and-equipment > claims submission kits](https://nihb-ssna.express-scripts.ca/en > provider > medical-supplies-and-equipment > claims-submission-kits).

Providers are reminded to submit claims directly to Express Scripts Canada either online, by mail or by fax. Sending claims by mail or fax to NIHB regional offices may result in a delay. Claims submitted more than one year from the date of service are not eligible for payment.

## 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

#### MS&E Extended Hours

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

#### MS&E Claims

##### Submit claims online:

Through your NIHB web account at  
[nihb-ssna.express-scripts.ca/en](http://nihb-ssna.express-scripts.ca/en) > [log in](#)

##### Mail claims to:

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

#### Provider Relations Department

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

More information below and at bottom of page

#### NIHB Program Enrolment

##### Online Enrolment:

[nihb-ssna.express-scripts.ca/en](http://nihb-ssna.express-scripts.ca/en) > [provider](#) > [online enrolment](#)

More information below

### NIHB PROGRAM MS&E BENEFITS

#### Indigenous Services Canada Regional Offices

##### PRIOR APPROVALS / INQUIRIES

Alberta	1 800 232-7301
	Fax: 1 833 897-5805
Atlantic Region (NB, NS, NL, PE)	1 902 932-1523
	1 800 565-3294
	Fax: 1 866 963-7700
British Columbia:	
First Nations clients living in British Columbia:	
contact First Nations Health Authority (FNHA)	
support line	1 855 550-5454
	Fax: 1 800 299-9222
Inuit and non-resident First Nations NIHB clients	
in British Columbia:	
contact the NIHB Program	1 800 232-7301
	Fax: 1 833 897-5805
Manitoba	1 800 665-8507
	Fax (Winnipeg): 1 204 984-3484
	Fax: 1 800 289-5899
Northern Region (YT, NT, NU)	1 888 332-9222
	Fax: 1 800 949-2718
Ontario	1 800 881-3921
	Fax: 1 800 806-6662
Quebec	1 514 283-1575
	1 877 483-1575
	Fax (Montreal): 1 514 283-7762
	Fax: 1 855 244-4470
Saskatchewan	1 866 885-3933
	Fax: 1 306 780-7741

#### NIHB Enrolment Package or Other MS&E Provider Documentation

Download forms from the Express Scripts Canada NIHB Provider and Client Website at [nihb-ssna.express-scripts.ca](http://nihb-ssna.express-scripts.ca) > [provider](#) > [medical supplies and equipment](#) > [forms](#) or contact the NIHB Call Centre at Express Scripts Canada at 1 888 511-4666.

Submit online through your NIHB web account at [nihb-ssna.express-scripts.ca/en](http://nihb-ssna.express-scripts.ca/en) > [log in](#), some forms can be submitted online,

Or, Fax to: 1 855 622-0669, Or, Mail to:

Express Scripts Canada  
Attention: Provider Relations  
5770 Hurontario Street, 10<sup>th</sup> Floor  
Mississauga, ON L5R 3G5