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NEW IN THIS EDITION

GENERAL INFORMATION

Change of Listing Status and Implementation of Unit Prices - Selected MS&E Items

Effective May 3, 2023, the listing status for select Self-care and Mobility items listed in the table below has been changed to open benefit, and unit prices for these items have been implemented:

Item Code	Item Name
99400337	Crutches, specialized, pair, purchase
99400305	Tub transfer board
99400878	Toilet tissue aid
99400315	Positioning wedge

Details can be found in sections **9.0 Self-care** and **11.0 Mobility** of the MS&E Guide and Benefit Lists at canada.ca/nihb-medical-supplies-equipment > [medical supplies and equipment guide and benefit lists](#).

Detailed information on unit prices for each province/territory is available in the Medical Supplies and Equipment Price Files on the Express Scripts Canada NIHB Provider and Client Website at nihb-ssna.express-scripts.ca/en > [provider](#) > [medical supplies and equipment](#) > [price files](#).

Implementation of Updated Unit Prices for Select MS&E Items

Effective June 28, 2023, Unit Prices for select items in the following categories have been adjusted:

- Low vision equipment and supplies
- Medical surgical 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.

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

Signature Requirements for Prescriptions

Signatures are used to authenticate that a prescription/recommendation has been written by an NIHB recognized prescriber. A prescription or recommendation must contain a unique hand-written (i.e., wet) or electronic signature.

Electronic signatures without a digital certificate or evidence that the signature was applied through a secure authentication process (e.g., username and password required) will be deemed invalid.

Typing a name (in cursive or print) or copy-pasting a digitized picture of a hand-written signature without any digital certificate or evidence that the signature was applied through an electronic medical recording system are not considered non-reproducible signatures and are therefore not accepted.

If there is any uncertainty regarding the validity or authenticity of a prescription, the program can request further information or a new prescription.

For additional information, please consult 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](#).

AUDIOLOGY

Revised Prior Approval Form

The Audiology Prior Approval (PA) form has been revised. The new Audiology PA form now contains a section where an audiologist must indicate if the NIHB adult hearing loss criteria have been met. This form may be found on the Express Scripts Canada NIHB Provider and Client Website at nihb-ssna.express-scripts.ca/en > [provider](#) > [medical supplies and equipment](#) > [forms](#).

Cochlear Implant Processor Rechargeable Battery

Effective June 28, 2023, the maximum price for Cochlear Canada's cochlear Implant processor rechargeable battery has been increased from \$282 to \$306. Providers are required to bill according to the manufacturer price indicated in the price files for each battery type. Up-to-date pricing information may be found in the MS&E Price Files on the Express Scripts Canada NIHB Provider and Client Website at nihb-ssna.express-scripts.ca/en > [provider](#) > [medical supplies and equipment](#) > [price files](#).

Additional Criteria for Complete Remote Microphone Systems for Adults

The program now requires additional justification for complete remote microphone systems for adults. The justification should include supporting evidence that the client engages in daily activities such as attending meetings, classes, or group activities where hearing aids or accessory-level remote microphones do not meet their needs. Justification should also address client motivation (e.g., submit a copy of the formal needs assessment).

Details may 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](#).

SELF-CARE

Name Change: Grab Bar for Tub (non-permanent) and Grab Bar for Bed

Effective March 14, 2023, 99400649 Grab bar for tub (non-permanent), 99400322 Grab bar for bed, purchase and 99400323 Grab bar for bed, rental are being renamed as per the table below.

Item code	Old Item name	New Item name
99400649	Grab bar tub (non-permanent)	Tub Transfer Rail (non-permanent)
99400322	Grab bar for bed, purchase	Bed Assist Rail, purchase
99400323	Grab bar for bed, rental	Bed Assist Rail, rental

Details may 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](#).

MOBILITY

New Code for Bariatric Crutches

Effective May 3, 2023, a new open benefit code (99401378) has been implemented for bariatric crutches with a unit price of \$200. Details may be found in section **11.0 Mobility** of the MS&E Guide and Benefit Lists at canada.ca/nihb-medical-supplies-equipment > [medical supplies and equipment guide and benefit lists](#) > [11.0 mobility](#).

Detailed information on unit prices for each province/territory may be found in the Medical Supplies and Equipment Price Files on the Express Scripts Canada NIHB Provider and Client Website at nihb-ssna.express-scripts.ca/en > [provider](#) > [medical supplies and equipment](#) > [price files](#).

LIMB AND BODY ORTHOTICS

New Codes and Change of Listing Status for Offloading Walking Boots

Effective June 28, 2023, the code 99401183 for offloading walking boot is being discontinued and replaced with open benefit codes 99401379 Offloading walking boot, left and 99401380 Offloading walking boot, right.

Details can be found in section 3.0 Limb and body orthotics of the MS&E Guide and Benefit Lists at canada.ca/nihb-medical-supplies-equipment > [medical supplies and equipment guide and benefit lists](#) > [3.0 limb and body orthotics](#).

Detailed information on price files may be found in the Medical Supplies and Equipment Price Files on the Express Scripts Canada NIHB Provider and Client Website at nihb-ssna.express-scripts.ca/en > [provider](#) > [medical supplies and equipment](#) > [price files](#).

REMINDERS

Enrolled Providers Are Encouraged to Bill the Program Directly

The NIHB Program would like to remind providers that claims should be submitted directly to Express Scripts Canada so that clients do not face charges at the point of service. Before providing MS&E items, providers are encouraged to inform clients:

- If the provider is enrolled with the program
- Whether the provider will bill the program for eligible MS&E items or if the client is expected to pay up front and submit a Client Reimbursement Claim to NIHB
- If the item to be provided is fully covered or exceeds the MS&E Benefit price maximums

For more information, please refer to section **2.3 Roles and Responsibilities of the Provider** in the NIHB MS&E Claims Submission Kit which may be found on the Express Scripts Canada NIHB Provider and Client Website at nihb-ssna.express-scripts.ca/en > [provider](#) > [medical supplies and equipment](#) > [claim submission kits](#).

Change of Ownership or Addition of a Location

A provider must first enrol with ESC to avoid disruption of service for claims processing and payment services. Any provider claims submitted without first enrolling the change of ownership or adding a location to obtain a unique provider number will be rejected.

When changing ownership, enrolling/re-enrolling an MS&E business or adding a location, providers should notify ESC immediately. A new completed Provider Billing Agreement is required, indicating the effective date of the new ownership. The Provider Billing Agreement can be downloaded from the Express Scripts Canada NIHB Provider and Client Website at nihb.express-scripts.ca/en.

Specialty providers must submit documentation that confirms the specialty credential for all persons they employ to the Billing Agreement that are necessary to allow the provider to dispense the goods and services.

For more information, please refer to the NIHB MS&E Claims Submission Kit which may be found on the Express Scripts Canada NIHB Provider and Client Website at nihb-ssna.express-scripts.ca/en > [provider](#) > [medical supplies and equipment](#) > [claim submission kits](#).

Website and Online Services

To better serve NIHB providers, Express Scripts Canada manages the Express Scripts Canada NIHB Provider and Client Website (nihb-ssna.express-scripts.ca/en) where providers have the option of creating a web account to access services. Using this website, providers can access self-service functions in order to:

- Submit enrolment documents
- Submit prior approval (PA) requests
- Check the status of prior approval requests
- Update some contact information
- Access claim statements

- Submit claims for processing
- View claims history
- Request update to direct deposit information
- Once approved, view your NIHB provider number

Providers have thirty (30) days from the date of service to submit claims electronically through their web account. After this period, claims must be submitted manually.

Providers can access NIHB Program alerts and forms at nihb-ssna.express-scripts.ca/en. For further information, contact the NIHB Call Centre at Express Scripts Canada at 1 888 511-4666.

Submitting Manual Claims to Express Scripts Canada

Providers need to be enrolled with the NIHB Program in order to submit a manual claim. Before submitting your claim(s) to Express Scripts Canada for processing, please ensure the following is included on your claim form:

- Provider must complete all mandatory fields
- A valid provider number and complete address
- Include explanation of benefits when claiming coordination of benefits claim
- Entire (not partial) and correct client ID number

Claims must be received by ESC within one (1) year from the date of service to be eligible for payment.

Any provider claims submitted without first enrolling a change of ownership or adding a location to obtain a unique provider number will be rejected. For more details, please see article **Change of Ownership or Adding a Location** in this newsletter.

The Medical Supplies and Equipment Claim Form is available for download from the Express Scripts Canada NIHB Provider and Client Website at nihb-ssna.express-scripts.ca/en > [provider](#) > [medical supplies and equipment](#) > [forms](#). Providers who do not have access to the Internet may contact the NIHB Call Centre at Express Scripts Canada to request a copy of the form.

Hearing Aids and Private Health Care Plans

As a reminder to providers, hearing aid reimbursements for NIHB clients with private health care plans must be submitted to that plan first before submitting to NIHB. The benefit statement must clearly show the amount paid by the other plan.

Additionally, reimbursement will only be provided for hearing aids that are eligible for coverage by the NIHB Program. Providers should contact manufacturers who are members of the Hearing Industry Association of Canada (HIAC), for the list of hearing aid devices eligible for coverage by NIHB.

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 > [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 > [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 > [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 > [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, 10th Floor
Mississauga, ON L5R 3G5