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NEW IN THIS EDITION

GENERAL INFORMATION

Implementation of Price Updates for Select MS&E Items

Unit Prices for select items in the following categories have been adjusted:

- Audiology equipment and supplies
- Mobility 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 [nihb-ssna.express-scripts.ca/en > provider > medical supplies and equipment > price files](https://nihb-ssna.express-scripts.ca/en/provider/medical-supplies-and-equipment/price-files).

Revised MS&E Claims Submission Kit

The following sections of the MS&E Claims Submission Kit have been revised:

- Section 4.3 - Clients Not Eligible For The NIHB Program
- Section 5 - General Claims Submission Procedures
- Section 5.1.6 - Rental Claim Submissions

This kit outlines the terms and conditions for submitting claims as well as provides detailed information on the prior approval process and the role and responsibilities of the provider under the NIHB Program to participate as an NIHB Medical Supplies and Equipment Provider.

For more details, please consult 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).

Changes to MS&E Price Files

All changes to MS&E Price Files on the Express Scripts Canada NIHB Provider and Client website will be captured in **BOLD**. These highlighted changes will remain in effect until the next quarterly publication of the MS&E Newsletter.

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 nihb-ssna.express-scripts.ca/en > [provider](#) > [medical supplies and equipment](#) > [price files](#).

RESPIRATORY

Registered Respiratory Therapists (RRT) as Eligible NIHB Recommenders

Effective August 9, 2023, RRTs are recognized as eligible recommenders under the NIHB Program for a select range of items on the respiratory, oxygen, self-care, and communication benefit lists.

To learn which specific items an RRT can recommend, please consult the MS&E Guide and Benefits List at canada.ca/nihb-medical-supplies-equipment > [medical supplies and equipment guide and benefit lists](#), where eligible prescribers (or recommenders) are indicated for all listed benefits.

SELF-CARE

Hospital Bed Coverage and New Assessment Form

Hospital beds and related supplies are listed as limited use benefits. Hospital beds can be claimed with or without rails, based on the client's requirements.

Item Code	Item Name
99401382	Electric Hospital Bed
99401383	Electric Hospital Bed - Bariatric
99401125	Electric Hospital Bed with Rails
99401126	Electric Hospital Bed with Rails - Bariatric
99401384	Hospital Bed Rails (Pair)
99401128	Standard Bed Mattress
99401130	Pressure Relief Mattress
99401129	Bariatric Bed Mattress
99401131	Bariatric Pressure Relief Mattress
99400314	Non-powered overlay
99401132	Powered overlay
99401136	Rental – Electric Hospital Bed with Rails
99401385	Rental – Hospital Bed Mattress

Detailed information regarding coverage requirements including prescriber and provider details, frequency guidelines and coverage criteria is available 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](#).

Additionally, a new assessment form for hospital beds and mattresses is available on the Express Scripts Canada NIHB

Provider and Client Website at nihb-ssna.express-scripts.ca/en > [provider](#) > [medical supplies and equipment](#) > [forms](#). When completed by a recognized prescriber/recommender (MD, NP, OT, PT, homecare RN), the assessment form is considered a valid prescription.

FOOTWEAR

Price Increase for Custom-made Foot Orthotics

The price for custom-made foot orthotics (1 pair) (99400624) has increased to \$525 per pair. 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 nihb-ssna.express-scripts.ca/en > [provider](#) > [medical supplies and equipment](#) > [price files](#).

OXYGEN

Name Change for E-z Wrap

Effective July 21, 2023, the name of the E-z wrap benefit (99400235) has been changed to ear cushions for oxygen tubing.

Details 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](#).

New Coverage for Low Flow Oxygen Meter/Adaptor, Rental

Effective July 21, 2023, the NIHB Program provides coverage for the rental of a low flow oxygen meter/adaptor (99400244) as a limited use benefit.

Details 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](#).

New Recommended Replacement Guidelines for Oxygen Connector and Adaptor

Effective July 21, 2023, the oxygen connector and adaptor benefit (99400207) has a recommended replacement guideline of 6 per year.

Details 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](#).

REMINDERS

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 may be 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 check the urgent box only when necessary (i.e. there is an urgent medical need for client to obtain an item).

Providers are asked to follow these priority guidelines when identifying a request 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](#).

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 account, 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 contact information
- Access claim statements
- Submit claims for processing
- View claims history
- Request update to direct deposit information
- Once approved, view their NIHB provider number

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.

How to Correct a Claim

The medical supplies and equipment claim statement provides detailed information on claim submissions, including response codes explaining the reason(s) for unpaid claims.

Generated payment rejections resulting from administrative errors (i.e., incorrect item codes and prior approval numbers) may be resubmitted once corrected. Corrections are to be made directly on the claim statement and sent to Express Scripts Canada within twelve (12) months from the date of service.

Note: To make a correction on the claim statement, providers are to strike out the incorrect information and record the correct information. DO NOT erase or white out the original information on the claim statement.

As a reminder, the details on the claim and prior approval confirmation letter must match. Should an amendment to the PA be required, medical supplies and equipment providers must contact the NIHB Regional Office prior to resubmitting their claim to Express Scripts Canada.

Cheques Submitted to Express Scripts Canada by Providers

When submitting payments to Express Scripts Canada with respect to the NIHB Program, providers are reminded to make their cheques payable to: ESI Canada - NIHB. Addressing the incorrect payee will lead to delays in processing and closing of the file. Please mail your cheque to Express Scripts Canada, Attention: Finance Department, 5770 Hurontario Street, Mississauga, ON L5R 3G5.

Confirming NIHB Client Addresses

To ensure that NIHB client communications are sent to the correct address, providers are reminded to validate the current client address before submitting claim and prior approval forms.

Medical Supplies and Equipment Claim Statement Messages

A detailed explanation of the medical supplies and equipment claim statement messages is found in section **7.3 - Manual Claims Submission Codes, Messages and Explanations** of the NIHB Medical Supplies and Equipment Claim Submission Kit available 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](#).

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