

NEW IN THIS EDITION

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- Gender Affirming Products – Change of Recommended Frequency Guidelines
- Hydraulic Lift (Standard, Powered, and Recycled) – Change of Recommended Replacement Guidelines
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NOTE: For information on Program policies and items covered, consult the [Guide for Medical Supplies and Equipment Benefits](#) and the [Medical Supplies and Equipment Benefit Lists](#).

NEW IN THIS EDITION

GENERAL BENEFITS

Breast Pump Eligibility

Effective November 18, 2019, electric breast pumps are listed as a limited use benefit. For more information, consult the [Guide for Medical Supplies and Equipment Benefits](#) and the [Medical Supplies and Equipment Benefit Lists](#).

Gender Affirming Products – Change of Recommended Frequency Guidelines

Effective September 9, 2019, the recommended frequency guideline for brassiere gender affirming (for bra inserts), benefit code 99400922, has changed to three (3) per year.

Hydraulic Lift (Standard, Powered, and Recycled Codes 99400324, 99400325, 99400816, 99400817) – Change of Recommended Replacement Guidelines

Effective September 9, 2019, the recommended replacement guideline for hydraulic lifts has changed from one (1) per 10 years to one (1) per seven (7) years.

Laryngectomy Supplies – Change of Listing Status and Creation of New Codes

Effective November 18, 2019, laryngectomy supplies are listed as an open benefit. In addition, there will be four (4) new codes for the Heat Moisture Exchanger (HME), which will cover the HME standard and specialized, and the HME housing/baseplate standard and specialized. The recommended frequency guideline for HME has changed to one (1) per day. The current benefit code for these supplies will be discontinued and replaced by the following:

Description	Item Code	Recommended Replacement Guideline	Maximum Price
Heat & Moisture Exchanger (HME) standard	99401232	1 per day	\$ 3.92
Heat & Moisture Exchanger (HME) specialized	99401233	1 per day	\$ 10.15
Heat & Moisture Exchanger (HME) Housing/baseplate standard	99401234	1 per day	\$ 3.80
Heat & Moisture Exchanger (HME) Housing/baseplate specialized	99401235	1 per day	\$ 6.90

Description	Item Code	Recommended Replacement Guideline	Maximum Price
Laryngectomy tube	99401236	2 per year	\$ 187.00
Laryngectomy button	99401237	2 per year	\$ 182.00
Laryngectomy tube holder	99401238	12 per year	\$ 15.00
Stoma cover	99401239	4 per year	\$ 29.00
Shower cover	99401240	1 per year	\$ 73.00
Cleaning towels	99401241	12 boxes per year	\$ 57.00
Skin-tac wipes	99401242	12 boxes per year	\$ 33.00
LaryClip	99401243	12 per year	\$ 126.00

For more information please refer to the [Guide for Medical Supplies and Equipment Benefits](#) and the [Medical Supplies and Equipment Benefit Lists](#).

Ostomy - Benefit Code Discontinuation

Effective September 9, 2019, the benefit code for Flange – other (99400915) has been discontinued as other codes are available to claim this item. Providers that have outstanding claims for this supply are invited to submit them as soon as possible for payment. This code will no longer be available for use.

AUDIOLOGY BENEFITS

Hearing Reassessment – New Recommended Frequency Guidelines for Pediatrics

Effective November 18, 2019, new recommended frequency guidelines have been implemented for hearing reassessments for the pediatric population under 18 years of age with a hearing device. For more information and the applicable new codes, please refer to the [Guide for Medical Supplies and Equipment Benefits](#) and the [Medical Supplies and Equipment Benefit Lists](#).

PROSTHETICS BENEFITS

Breast Prosthesis – Change of Item Name and Recommended Frequency Guidelines

Effective September 9, 2019, brassiere for breast prosthesis (benefit code 99400002) has been renamed mastectomy bra. The benefit code for brassiere remains unchanged. The recommended frequency guideline for this item has increased to three (3) per year.

GUIDE AND BENEFIT LIST UPDATES

The Non-Insured Health Benefits (NIHB) Program will be reorganizing the [Guide for Medical Supplies and Equipment Benefits](#) and the [Medical Supplies and Equipment Benefit Lists](#). This change is intended to make finding the correct information to submit a claim faster and easier. New features include:

- NIHB: Medical Supplies and Equipment Policy Guide and Benefit Lists will contain a general policy guide for MS&E benefits and categorized benefit lists that will contain benefit-specific information and requirements.
- Benefit coverage details (such as prior approval process and coverage policies) will be shown on the benefit list, immediately prior to the associated item(s).

Look for the new changes in early Winter 2019/2020.

The division of benefits into categories has been revised for clarity and ease of use. The new categories will be as follows:

Old Categories	New Categories
1.0 General Medical Supplies and Equipment	1.0 Medical Surgical
2.0 Audiology	2.0 Audiology
3.0 Limb and Body Orthotics	3.0 Limb and Body Orthotics
4.0 Custom-Made Shoes and Custom-Made Foot Orthotics	4.0 Footwear
5.0 Oxygen Equipment	5.0 Oxygen
6.0 Pressure Garments and Pressure Orthotics	6.0 Pressure Devices
7.0 Prosthetics	7.0 Prosthetics
8.0 Respiratory Equipment and Supplies	8.0 Respiratory
	9.0 Self Care
	10.0 Low Vision
	11.0 Mobility
	12.0 Communication

REMINDERS

Providers in British Columbia

As of September 16, 2019, the NIHB Program and Express Scripts Canada (ESC) no longer administer health benefits on behalf of the First Nations Health Authority (FNHA). Pacific Blue Cross has become the new administrator for certain elements of the FNHA Health Benefits Program for First Nations residents of BC. For further information, contact the FNHA support line at 1-855-550-5454.

For First Nations non-residents and Inuit, there is no change. Contact the NIHB Program as noted on the Contact Information page.

Prescriber and Recommender Licence Number on Prescriptions and Recommendations

Providers are reminded that the prescriber/recommender licence number is required on prescriptions or recommendations. Missing such information may delay the approval process. A prescription/recommendation that does not include a licence number will not be accepted, because without this information the NIHB Program is unable to validate if the health professional is regulated. Please note that the prescriber/recommender licence number (not the name or the profession) should be entered in the Prescriber Id Field of the Medical Supplies and Equipment Claim Form.

Preventing the Return of MS&E Claims Submissions

Manually submitted MS&E claims forms are often returned to providers due to the omission of required information. As a preventative measure, ESC would like to remind providers to be diligent when submitting claims. The three (3) main reasons for the return of claims forms are listed below, along with ways to prevent errors:

- Issue:** The provider number was either incorrect or missing on the MS&E Claims form.
Remedy: Verify that the application contains the correct 10-digit provider number. If required, contact the ESC Provider Claims Processing Call Centre at 1-888-511-4666 to obtain the correct provider number.
- Issue:** The *Amount Claimed* field on the MS&E Claims form contained an incorrect value.
Remedy: The *Amount Claimed* is comprised of the sum of the item cost, and mark-up for the item, minus any third-party share. In situations where a promotion, coupon and/or discount applies to a client, Providers must deduct their total value from the claim.
Please consult the [Guide for Medical Supplies and Equipment](#) for the complete policy.
- Issue:** The *Date of Service* was either missing or incorrect on the MS&E Claims form.

Remedy: Verify that the date entered is in the YYYY-MM-DD format and is not for a future date. Please note that claims older than one (1) year from the date of service will not be accepted for processing nor be eligible for payment. When submitting a claim for an item that has been prior approved, use the dispense date in the date of service field.

To review the requirements for submitting claims, consult the [MS&E Claims Submission Kit](#) located on the ESC Provider website.

NIHB PROGRAM AND EXPRESS SCRIPTS CANADA CONTACT INFORMATION

EXPRESS SCRIPTS CANADA

Provider Claims Processing Call Centre

*Please have your provider number
readily available*

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

Mail claims to:

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

MS&E Provider Relations

Department & Provider Agreements

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

Fax Completed

MS&E Provider Agreements to:

Toll Free Fax No.: 1-855-622-0669

Other Correspondence

Mail to:

Express Scripts Canada
5770 Hurontario St., 10th Floor,
Mississauga, ON L5R 3G5

NIHB PROGRAM MS&E BENEFITS

Indigenous Services Canada Regional Offices

PRIOR APPROVALS/INQUIRIES

MS&E Benefits

Alberta	1-800-232-7301
Atlantic	1-800-565-3294
Manitoba	1-800-665-8507
Northwest Territories/Nunavut	1-888-332-9222
Ontario	1-800-881-3921
Quebec	1-877-483-1575
Saskatchewan	1-866-885-3933
Yukon	1-866-362-6717

First Nations residents of British Columbia:

FNHA support line 1-855-550-5454

Inuit and First Nations non-residents of British Columbia:

Contact Alberta regional office

NIHB Forms

Download from the NIHB Claims Services Provider Website or contact the Provider Claims Processing Call Centre.