



March 2014

Non-Insured Health Benefits (NIHB) Program Update

Informing First Nations and Inuit clients, as well as their representative organizations, about their coverage and NIHB policy changes

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Pharmacy Benefit Information

Gabapentin Dose Limit Change

Gabapentin also known as Neurontin, is a medication used to manage conditions such as epilepsy and chronic pain.

On March 4, 2013, the NIHB Program placed a dose limit of 5000 mg per day for all clients on gabapentin. This is higher than the maximum recommended daily dose; however, a transition period was permitted for clients on high doses of gabapentin to meet this new dose limit.

On February 3, 2014, the NIHB Program further reduced the coverage limit on gabapentin to 4000 mg per day.

The NIHB Program lists various other options for the treatment of epilepsy and chronic pain. Please visit the NIHB Drug Benefit List (DBL) for more information: www.healthcanada.gc.ca/dbl

Change in How Often Pharmacists May Dispense Strong Pain Medications (Opioids) Under NIHB

The NIHB Program takes the issue of client safety and prescription drug abuse seriously. In December 2012, the Program began introducing a wide-range of measures as part of a Prescription Drug Abuse Strategy.

As part of this strategy, NIHB has changed how often it will allow pharmacists to dispense strong pain medications, called opioids, under the Program. Under the new policy, a maximum 30-day supply of opioids may be dispensed at a time. The policy applies to all opioids covered under NIHB, as well those that are covered only on a case-by-case basis.

While this may mean some clients will need to see their pharmacists more often, it is an important step to ensuring clients receive the medications they need without being put at-risk.

The new policy is available on Health Canada's website at: <http://www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/provide-fourir/pharma-prod/opioid-opioide-eng.php>

Change in ASA Coverage (acetylsalicylic acid/ Aspirin®)

ASA is acetylsalicylic acid, commonly known as Aspirin®. ASA is mostly used by adults to keep their blood thin when they have a heart condition. It should not be given to a child or teenager, before speaking with a doctor. Using ASA during a viral illness, like the flu or chicken pox, has been strongly linked with the development of Reye's Syndrome, a rare disease that can be fatal. For more information on Reye's Syndrome, please visit Health Canada's website at: <http://www.hc-sc.gc.ca/hl-vs/iyh-vsv/diseases-maladies/reye-eng.php>.

NIHB covers two dosages of ASA tablets: 80 mg and 81 mg. While ASA 81mg tablets will remain open benefits to NIHB clients of all ages, as of March 17, 2014, coverage of ASA 80 mg tablets will be limited to clients who are 21 years of age and younger. This change allows for continued access to ASA 80 mg tablets in children who have special health conditions.

Change in Coverage of Lancing Devices

Lancing devices are used for blood sampling in blood glucose testing for diabetics. These devices are provided free of charge as a kit with any new glucometer.

As of March 31, 2014, these devices will become an excluded benefit. Excluded benefits are not covered under the Program and cannot be appealed. Claims for lancing devices with a date of service on or after March 31, 2014, will be rejected. If a replacement is needed, the manufacturer can mail a lancing device directly to the client's home or pharmacy.

Coverage will remain for diabetic test strips and lancets as these are not provided free of charge from the manufacturer. A lancet is the needle or blade at the tip of a lancing device that is used to prick a finger for a blood test.

Dental Benefit Information

What to include in a Client Reimbursement Request for Dental Benefits

Sometimes clients will pay for dental services and will need to be reimbursed by the NIHB Program. Here are the steps to follow:

Step 1: If you have other dental coverage, send your claim to your other dental plan first

Clients who have dental coverage under another plan or program must submit their claims to their other payers first. The other payer will provide a detailed statement called an "explanation of benefits." Clients must send this document to NIHB so the Program can coordinate benefits with the other plan.

Step 2: Prepare your claim package for NIHB

There are two forms clients can use to submit dental reimbursement claims, either a *NIHB Client Reimbursement Request Form* or a *NIHB Dental Claim Form (Dent-29)*.

The *NIHB Client Reimbursement Request Form* can be found at: http://www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/benefit-prestation/form_reimburse-rembourse-eng.php

The *NIHB Dental Claim Form (Dent-29)* can be obtained from your provider's office.

Option 1:

Complete and sign a *NIHB Client Reimbursement Request Form* **and** include the following documents in your claim package:

ONE of the following forms, which can be obtained from your provider's office:

- *Association des Chirurgiens Dentistes du Québec* Dental Claim and Treatment Plan Form; or
- Standard Dental Claim Form; or
- Canadian Association of Orthodontics Information Form

Original receipts

Explanation of benefits statement from any other plan or program, if applicable. In such situations, *a copy of the original receipt* will be accepted, as the primary insurer may require the original.

Option 2:

Complete and sign a *NIHB Dental Claim Form (Dent-29)* **and** include the following documents in your claim package:

Original receipts

Explanation of benefits statement from any other plan or program, if applicable. In such situations, *a copy of the original receipt* will be accepted, as the primary insurer may require the original.

Step 3: Mail your claim package to the NIHB Dental Predetermination Centre.

If the claim is for **dental services**, please send it to:

NIHB Dental Predetermination Centre

Dental Services

Non-Insured Health Benefits Program

First Nations and Inuit Health Branch, Health Canada

Address Locator 1902D, 2nd Floor, Jeanne Mance Building

200 Eglantine Driveway, Tunney's Pasture

Ottawa, ON K1A 0K9

Toll-Free Phone: 1-855-618-6291

Toll-Free Fax: 1-855-618-6290

If the claim is for **orthodontic services**, please send it to:

NIHB Dental Predetermination Centre

Orthodontic Services

Non-Insured Health Benefits Program

First Nations and Inuit Health Branch, Health Canada

Address Locator 1902C, 2nd Floor, Jeanne Mance Building

200 Eglantine Driveway, Tunney's Pasture

Ottawa, ON K1A 0K9

Toll-Free Phone: 1-866-227-0943

Toll-Free Fax: 1-866-227-0957

NOTE: First Nations clients residing in BC should direct their reimbursement requests to the First Nations Health Authority in British Columbia.

Accepted Receipts for Dental Claims

Clients who need to be reimbursed by NIHB for a dental treatment are reminded to only send original receipt(s) from their dental providers as proof of payment.

Or, clients may send NIHB a copy of their original receipt(s) with their “explanation of benefits” when they are coordinating a claim from their other insurer.

However, credit card and debit (Interac) slips are *not* accepted. Please *do not* send bank account or credit card statements, such as your monthly Visa® statement. These statements contain personal and banking information that should not be shared and will be securely destroyed if they are sent to NIHB.

What Are My Responsibilities?

NIHB Coverage for Children Less Than One Year of Age

Children are automatically covered under the NIHB Program if they are less than one year old and have an eligible parent who is registered for NIHB benefits.

However, parents are encouraged to register their child (First Nations) or have their child recognized (Inuit), *before* the child’s first birthday. This is to ensure the child’s coverage can continue smoothly, under his/her own identification number. Please contact one of the following organizations:


Clients	Please contact...
First Nations	<ul style="list-style-type: none">• The Band Office <p>or</p> <ul style="list-style-type: none">• The Registration Services Unit of AANDC at 1-800-567-9604 to register your child.
Inuit Residing in the	<ul style="list-style-type: none">• The Land Claim Organization to have your child

Northwest Territories and Nunavut	<p>recognized, such as Nunavut Tunngavik Inc. (NTI) at 1-888-646-0006 or Inuvialuit Regional Corporation (IRC) at 1-855-777-7011;</p> <p>and</p> <ul style="list-style-type: none"> • The Territorial Department of Health and Social Services to obtain a health care number.
Inuit Residing outside of the Northwest Territories and Nunavut	<ul style="list-style-type: none"> • The Land Claim Organization to have your child recognized, such as Nunavut Tunngavik Inc. (NTI) at 1-888-646-0006 or Inuvialuit Regional Corporation (IRC) at 1-855-777-7011; <p>and</p> <ul style="list-style-type: none"> • The Health Canada Regional office to obtain a Client Identification Number for the NIHB Program (Contact numbers for these Regional offices can be found on page 8 of this newsletter in the “Client Inquiries” section.)

The Importance of Keeping Your Personal Information Up-To-Date in the Indian Registration System (IRS)

Health providers must confirm a client’s identity in order to provide services. If the information on a First Nations client’s status card does not match the information on his health card (such as different names), the client may have problems accessing NIHB benefits.

First Nations clients are reminded to keep their personal information in the Indian Registration System (IRS) up-to-date. Health providers use IRS data to confirm First Nations clients' identities and clients may be denied access to benefits if the information they provide does not match the IRS.

To avoid being denied benefits, First Nations clients should contact their local Band Office or  Aboriginal Affairs and Northern Development Canada (AANDC)’s Registration Services Unit at 1-800-567-9604 to update the IRS whenever changes occur to their personal information, such as name changes.

Client Inquiries - General

Alberta	1-780-495-3302 (Main reception) Toll-free: 1-800-232-7301
Atlantic	1-902-426-2656 Toll-free: 1-800-565-3294
British Columbia	First Nations Health Authority (FNHA) Toll free: 1-800-317-7878
Manitoba	Toll-free: 1-800-665-8507
Northwest Territories/Nunavut	Toll-free: 1-888-332-9222
Ontario	Toll-free: 1-800-640-0642
Quebec	1-514-283-1575 Toll-free: 1-877-483-1575
Saskatchewan	Toll free: 1-866-885-3933
Yukon	Toll-free: 1-866-362-6717

Client Inquiries – Dental and Orthodontic Services

NIHB Dental Predetermination Centre	Toll-Free: 1-855-618-6291 (Dental Services) Toll-Free: 1-866-227-0943 (Orthodontic)
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