



**March 20, 2020**

## **IMPORTANT INFORMATION FOR PHARMACY PROVIDERS**

### **Non-Insured Health Benefits (NIHB) Program: Prior Approval of NIHB Pharmacy Claims**

Indigenous Services Canada's (ISC) Non-Insured Health Benefits (NIHB) Program is currently experiencing reduced capacity to process prior approval requests for limited use and exception drug benefits. Therefore, the NIHB Program is temporarily **opening up many limited use medications so they can be submitted as open benefits without prior approval.**

If you are presented with an eligible client prescription for a limited use medication, please attempt to submit the claim electronically as an open benefit. Please note that the NIHB electronic claims processing system is unaffected, so open benefit claims can be submitted as usual.

If the claim can't be processed as open benefit, providers should contact the NIHB Drug Exception Centre (DEC) at 1-800-580-0950 to request prior approval.

Providers are also reminded of the emergency supply process, under which **providers can dispense an emergency supply of medication for up to fourteen days** (extended from seven days, previously). Pharmacy providers should contact the DEC when possible in order to receive a back-dated approval after the emergency dispense. The usual prior approval process to dispense the balance of the prescription applies.

Providers may contact the NIHB Drug Exception Centre at 1-800-580-0950 or the Express Scripts Canada Provider Claims Processing Call Centre at 1-888-511-4666. Please note that you may experience longer than usual wait times.

We apologize for the inconvenience.