

## For our Medical Supplies and Equipment Providers

Spring 2002

### NEWS AND VIEWS

Welcome to the spring 2002 edition of our quarterly newsletter. We are now into our fourth year of operations as the claims processor for the NIHB Program of the First Nations and Inuit Health Branch (FNIHB) of Health Canada.

Again, FCH would like to thank you for your support as you continue to provide quality health services to First Nations and Inuit clients of the NIHB Program.

As always, your comments and questions are welcome. Please call the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**, or send your correspondence to:

FCH Provider Relations  
3080 Yonge Street, Suite 3002  
Toronto, ON M4N 3N1

- **Total Net Amount** (net amount paid for all claims on the current statement).
- **Credit Balance Forwarded** (amount owing to FCH prior to the current statement run - expressed as a negative amount).
- **Current Credit Balance** (if applicable, the amount owing to FCH after the current statement run - expressed as a negative amount).

Attached are replacement pages for your NIHB MS&E Provider Information Kit (MPIK). These pages include updated claim form and statement samples. Please remove the existing pages, and insert the revised ones.

### NIHB MS&E CLAIMS PROCESSING SYSTEM UPGRADES

We will be upgrading the NIHB MS&E claims processing system on March 30<sup>th</sup> and 31<sup>st</sup>. As the system upgrades will occur in the background, we do not anticipate any service disruptions during these two days.

As a result of these system upgrades, the format of the NIHB PA Confirmation Letter and NIHB MS&E Claims Statement will be enhanced to include new fields.

Should you have questions on the upgrades to the NIHB MS&E claims processing system, please contact the FCH NIHB Toll-Free Inquiry Centre at **1-888-471-1111**.

### PRIOR APPROVAL CONFIRMATION LETTER ENHANCEMENTS

Multiple prior approval confirmation letters for a provider, produced on the same date, will be mailed in one envelope.

### MS&E CLAIM STATEMENT ENHANCEMENTS

The following improvements will be made to the NIHB MS&E Claim Statement:

- Where a credit balance is owing to FCH, the credit balance portion will be expanded to include the following fields: