



PROVIDER NEWS

Excellence, therefore, is not an act but a habit. Aristotle



Dear Pharmacy Provider,



We at NHF are always conscious of the vital role you play in serving our beneficiaries. Keeping the channels of communication open between us is essential as we work as a team to offer the highest level of customer care to our beneficiaries.

Changes have been made in regards to subsidies for medications and supplies that are contained in a pack; New active pharmaceutical ingredients have been added for three (3) of the illnesses and there are some timely reminders that you will find useful.

A new benefit - Breast Receptor Studies had been added to the NHF Programme and will assist in improving treatment for breast cancer. Revised Guidelines for Healthcare Professionals Booklets and new Individual Benefits Booklets are also now available.

Soon we will conduct a provider survey to obtain feedback regarding our service to you and this will steer us in becoming even better with our partners in the delivery of healthcare. Remember to always feel free to communicate your recommendations and concerns with us.

E. Anderson



Collect your copy of the new publication of the Guidelines for Healthcare Professionals and the Individual Benefits Handbooks at our Head Office or any of our Help Desks at St. Ann's Bay Hospital, Cornwall Regional and Mandeville Regional Hospitals.



Provider Survey



We will be conducting a provider survey to obtain feedback from our providers, regarding our service, as to what is working and the areas in need of improvement. The survey instrument will be sent by e-mail for completion, with a direct link to the document. We would appreciate your effort in completing the survey as soon as you receive the e-mail and thereafter submit it to us electronically. Your feedback is of significance to us as we strive to continually improve our service to our providers.

Removal of Pack Subsidies..

Effective July 1, 2014, the National Health Fund effected changes to approximately forty items on the NHF Drug List, and this entailed the removal of subsidies for the pack presentations eg. pack of five insulin cartridges/pens, which were replaced by subsidies for single unit. Presentations affected include insulin penfills/cartridges /pens, lancets, penfill needles, budesonide and etanercept.



As a result of this change, **the pharmacist is now required in processing a claim to enter the quantity of units needed and not the quantity of packs.**

Example: Lancet unit subsidy = \$ 2.34

If a pack of 200 lancets is dispensed, enter 200, and not 1 pack, to give a total subsidy of \$468. If in error you enter 1 as the quantity, the subsidy paid will be \$2.34.

Kindly note that the list of these affected items was communicated to all NHF Providers and Software Providers. If you need further clarification, please contact NHF Customer Care at 906-1106 or 1-888-DIAL NHF (342-5643).



Key reminders for the JADEP Providers

Providers have responsibility for :

- The safety and care of JADEP items in your pharmacy.
- Proper storage of JADEP stock required for maintaining efficacy of these pharmaceuticals.
- The efficient management of inventory of items such as the monitoring of stock JADEP stock levels and expiry dates.
- Notifying the Fund not less than three (3) months prior to the expiry date of the JADEP items. Please note, in the event that the Provider fails to comply, the Provider shall reimburse the Fund, within one (1) month of discovery.
- Returning short dated items received at the time of delivery, to the distributor and advise the NHF accordingly.
- Informing the JADEP Unit of any excess stocks delivered in error.

Successful Claims Processing

To successfully submit a claim, please ensure:-

- The name on the prescription corresponds with the name on the NHF or JADEP card
- The benefit card being swiped correlates to the NHF or JADEP Programme.
- The days supply entered is equivalent to the number of days supplied for the the item dispensed.
- The quantity entered should be the same as the quantity of the item dispensed.
- Your database is updated with new additions or subsidy changes.

You check the subsidy payable and beneficiary's co-payment, before beneficiary signs the invoice, as inaccurate assignment of a NDC to a drug in your database, can result in claim discrepancies, which can result in previously paid transactions being reversed by the NHF.



Breast Receptor Studies

The National Health recently added a new benefit-Breast receptor Studies to the NHF Programme. Breast Receptor Studies is a diagnostic test that determines whether or not breast cancer cells have receptors for the hormones, estrogen and progesterone. Testing for Hormone Receptors assists the doctor in deciding what form of treatment is appropriate for the patient.

Beneficiaries that are registered for breast cancer are now able to access this benefit with the NHFCard at the UHWI Medical Lab, which is the only facility that provides this test in Jamaica. The NHF's subsidy is \$4800.00 per test and the beneficiary is entitled to a lifetime maximum of two tests.

Reversal Procedures

Providers can now reverse transactions at their location up to three (3) days after submitting the claim. If the Provider is unsuccessful in reversing the transaction or the specified days have passed, the Provider should do the following:



- Complete the Transaction Adjustment Form which is available for download on the NHF website (www.nhf.org.jm)
- Transaction Authorization Form should be properly completed with the following information:
 - Date of the transaction
 - Member number
 - Prescription number, NDC, drug name
 - Quantity strength and day supply
 - Provider Name and Number
 - Pharmacist signature

Completed Transaction Adjustment Form can be sent via fax to 754-2640 or a scanned copy can be sent via email to customer care@nhf.org.jm.

New Active Pharmaceutical Ingredients added since last publication was sent in March 2014

Active Ingredient	Illness
Dexketoprofen	Arthritis
Taf luprost	Glaucoma
Ticagrelor	Ischemic Heart Disease

NB. Claims for Ticagrelor will only be payable for prescriptions written by Cardiologists and the benefit is only available for beneficiaries that are registered for severe Ischemic Heart Disease.

REMEMBER

- GOJ Health Card can only be used in Public Health Institutions
- NHF Beneficiaries do not require a GOJ Health Card.