



PROVIDER NEWS

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



Welcome Providers !!!



Welcome to the 1st edition of our Provider Newsletter. This publication serves as a medium of communicating with you, our valued providers and ensuring that you are updated on the changes and requirements of the NHF/JADEP Programme.

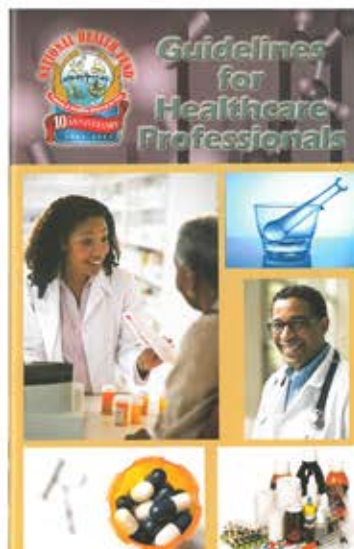
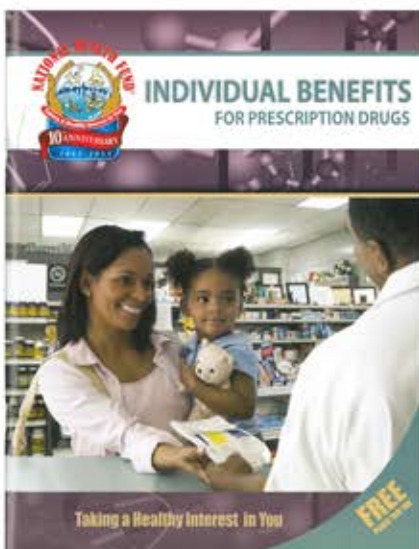


We use this opportunity to say thank you for the continuous commitment and support demonstrated over the years, as we partner together in serving our beneficiaries, in accordance with NHF's mandate to reduce the burden of healthcare in Jamaica.

The NHF would also like to commend all providers who have complied with the NHF requirements for the successful re-registration of your pharmacies.



Useful NHF Publications



Meet our CEO



Mr. Everton Anderson joined the National Health Fund in January 2013, having served at the Cornwall Regional Hospital as CEO for the last ten (10) years.

Mr. Anderson is seen as a visionary in the field of healthcare, having made numerous contributions to the industry.

He can be considered a dynamic person who has a passion for healthcare and is highly regarded and admired by all individuals who come in contact with him.

Tips for submitting a successful claim



Please

- 1) Ensure that the correct card for the respective programme is used to process the claim for NHF/JADEP drug.
- 2) Check that the beneficiary's name stated on the card corresponds with that on the prescription.
- 3) Ensure that the pharmaceutical/supply selected in your database is the same as the item being dispensed. e.g same label, strength, pack size and presentation.
- 4) Enter the correct information e.g quantity dispensed and number of days supplied.

Tips to reduce the frequency of rejected claims

- Ensure that the drugs in your database are assigned the correct NDCs.
- Ensure you enter the correct quantity of drug and number of days supplied.
- Consult the Guidelines for Healthcare Professionals for information on drug limits and other details pertaining to NHF and JADEP Programmes.
- Advise NHF beneficiaries that once a drug claim is approved, they cannot obtain a refill until a period of time has passed. E.g. for a 30 day supply the beneficiary can refill on day 24 (see page 4 of the Guidelines for Healthcare Professionals).
- Advise JADEP beneficiaries that they can return for a refill three days before the end of their previous month's supply.
- Whenever a claim is rejected and "Drug Diagnosis Mismatch" message appears, encourage beneficiaries to complete a change form and have their doctor certify their new condition before submitting it to NHF. Once the beneficiary's record is updated they will be able to access the new benefit.

JADEP Providers !!!

JADEP drug orders must be submitted online and only by fax if authorised by NHF: please see instruction on page 26 of the Guidelines for Healthcare Professionals Handbook.

Orders can be placed online twice per month on NHFi via the website (on the fifteenth day after the last order).

Low claims activity for a period of six months or more can result in the review of your JADEP Provider status.

JADEP drugs must be properly stored in a designated area and at the required temperature.

N.B. Ensure you utilize JADEP stock to dispense drugs to JADEP beneficiaries only. You will not be reimbursed for drugs dispensed to JADEP beneficiaries from your personal stock.

The JADEP Provider should notify NHF three (3) months prior to the expiry date of the JADEP stock. If the JADEP provider fails to comply, the Provider shall reimburse the NHF for loss, within one (1) month of discovery.

Looking for NHF/JADEP Participating Sign



We know you are proud to offer the NHF benefits, but on visits to many of our participating NHF and JADEP Pharmacies there are no signs indicating this.

When you display the NHF and JADEP stickers supplied by the Provider Relations Department you are helping our beneficiaries to identify the services you provide so they can access the benefits many so "badly need".

Please call us if you need new decals.



Additional Information

- Drug subsidies may be revised downwards at the time of adding the first generic label of an existing Active Pharmaceutical Ingredient to the NHFCard benefits.
- Refrain from withholding beneficiaries' cards.
- Explanation of benefits relating to Provider E-payment can be viewed on the intranet via our website, www.nhf.org.jm.

Sources of Information relating to NHF and JADEP Benefits



Please note:

- Drug NDCs are available via the NHF NDC search engine located on the intranet (NHFi).
- Monthly updates are available on the NHF website at www.nhf.org.jm
- Individual Benefits Handbook
- Guidelines for Healthcare Professionals Handbook



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