



Promoting the appropriate use,
and reducing the abuse and misuse of monitored drugs in Nova Scotia.

Important Information for Pharmacies

Prescriptions Must be Submitted with Correct HCN Format

Please be advised, prescriptions must be submitted to the NSDIS and the NSPMP in the correct HCN format shown in the chart below.

Additionally, the **Nova Scotia Generic (NSG) Health Card Number (HCN) should not be used.** Please ensure the NSG HCN, 0011984275, is not in the patient's file. If a patient is from out of country and does not have a valid Canadian Health Card (or equivalent) please leave the HCN space blank.

The chart below shows Canadian Health Card formats. The Cardholder Identity must match the HCN Type.

Province	Health Card Number	Cardholder Identity	Comments
Alberta	9 Digits	AB	Numbers only, no hyphen
British Columbia	10 Digits	BC	Begins with "9"
Manitoba	9 Digits	MB	
New Brunswick	9 Digits	NB	
Newfoundland	12 Digits	NL	
Nova Scotia	10 Digits	NS	
Nunavut	9 Digits	NU	
NWT	1 Letter + 7 Digits	NT	
Ontario	10 Digits	ON	Numbers only, no letters
PEI	8 Digits	PE	
Quebec	4 Letters + 8 Digits	QC	First 3 letters of last name and first letter of first name
Saskatchewan	9 Digits	SK	
Yukon	9 Digits	YT	
Canadian Forces	1 Letter + 8 Digits	CF	Begins with "M"
RCMP	1 Letter + 8 Digits	RCMP	Begins with "R"
Veterans Affairs	1 Letter + 7 Digits	VAC	Begins with "K"
NSOU	0011984283	NSOU	For Office use Rx's



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Methadone Quantities Must be Submitted in Milligrams

The NSPMP requires all methadone oral liquid be reported in the number of milligrams dispensed. An increasing number of dispenses for methadone oral liquid are being submitted to the Nova Scotia Drug Information System (DIS) using the number of millilitres as the quantity dispensed, instead of the required number of **milligrams**.

It is important all transactions for methadone oral liquid are submitted to the NSDIS in a consistent manner. This ensures high levels of data quality to support practitioner interpretation of prescription records, and to strengthen the NSPMP's monitoring activities.

- Pharmacies are reminded that, regardless of how the claim is billed to a third-party provider, the NSPMP still requires methadone oral liquid quantities to be submitted in **milligrams** to the NSDIS.
- Each pharmacy's software has the capacity for adding and submitting multiple third-party quantity conversions and pseudo DINs for the same prescription.
- Please consult your software system's manual or contact your vendor representative for instructions on submitting quantity conversions.
- When cancelling or resubmitting claims, please review the NSDIS to ensure dispenses are successfully reversed. It is important the NSDIS accurately reflects any changes made.

The NSPMP remains committed to supporting prescribers, pharmacists and stakeholders in their efforts to achieve positive outcomes for patients and members of the public. Should you have any questions regarding this bulletin's information, please contact the NSPMP at 902-496-7123 or 1-877-476-7767.



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Out-of-Province Prescriber Registration and Troubleshooting

The Nova Scotia Prescription Monitoring Program (NSPMP) has received increased inquiries regarding the registration of out-of-province (OOP) prescribers as well as how to process prescriptions once these prescribers have registered with the Program. Below is a guide to help with the process.

If you have received a prescription from an OOP prescriber:

1. Confirm the prescriber's NSPMP registration status, as prescriptions for monitored drugs issued by OOP prescribers cannot be dispensed at Nova Scotia pharmacies until the OOP prescriber's registration is complete. To confirm a prescriber's status:
 - a. Visit <https://novascotia.sharepoint.com/sites/DISPharmacyResourceLibrary> . There is a link on the right side called "Licensed Provider Information". You can also access this list by clicking on "Questions & Answers", then, "Where can I go to locate Provider Information?". Click on the "DIS Provider Extract On Demand" link in #4. If "PMP" is listed in the Source column and "Active" is listed in the License Status column, this signifies a prescriber is registered with the NSPMP and the prescription can be processed. (*Please note this file is updated on the 6th of each month.*). If you have any issues accessing the DIS Pharmacy Resource Library, please contact the DIS.
 - b. Or call the NSPMP at 902-496-7123 or Toll Free: 1-877-476-7767.
2. If the prescriber is not registered, it is recommended the pharmacy contact both the patient and prescriber to inform them the prescriber's registration with the NSPMP must be completed before prescriptions can be filled at Nova Scotia community pharmacies. Alternatively, you may contact us and provide the contact information and prescription details and we will be happy to contact the prescriber.
 - a. To access the NSPMP Out-of-Province Prescriber Registration form:
 - i. visit our website, www.nspmp.ca → Registration & Request Forms tab,
 - ii. call us at 902-496-7123 or Toll Free: 1-877-476-7767, or
 - iii. email pmp@medavie.bluecross.ca.
3. The registration process takes 2 – 3 business days once the registration form has been received.
4. If the OOP prescriber is registered with the NSPMP but a prescriber error message is received:
 - a. Check the prescriber's file. You may compare against the DIS Provider Extract or call the NSPMP to confirm the correct:
 - i. **licence number** per NSPMP (the licence number must match the NSPMP's record, as the NSPMP licence number may not always exactly match the College website) and
 - ii. **province code** (if licensed in Ontario, use 'ON' as the province).
 - b. Confirm the **Written/Issued Date** is not prior to the NSPMP registration date.
 - i. If the written date is prior to this date,
 1. request the OOP prescriber re-issue the prescription with the current date i.e., verbal order, fax, or,
 2. call the NSPMP to have this backdated with the DIS (please note, this may take up to two weeks)
 - c. If the written date is not prior to the NSPMP registration date, try completely cancelling the prescription off the system and re-processing from scratch.
5. **If all the above options have been exhausted, please follow your regular pharmacy support process and contact your pharmacy software vendor.**

Note: The NSPMP is unable to mandate the registration of OOP prescribers and there is a chance the prescriber will decline to do so. The patient may seek a prescriber within Nova Scotia to issue the prescription or discuss other options with the pharmacist.