

# July 2020 NIHB UPDATE

## NIHB launches new claims processing system and services via Express Scripts Canada



NIHB is pleased to announce that new and improved claims processing services for clients and providers are now available through Express Scripts Canada.

### About Express Scripts Canada

- Express Scripts Canada is a private sector company that provides electronic claims processing services through a system that is tailor-made for NIHB
- Express Scripts Canada has processed NIHB dental, pharmacy and medical supplies and equipment benefit claims since 2009
- Express Scripts Canada now also provides claims processing services for vision care and mental health counselling benefits
- Express Scripts Canada **does not process any aspects of NIHB medical transportation benefits**, which continue to be administered by NIHB through Indigenous Services Canada's regional offices, First Nations communities, or territorial governments (NWT and Nunavut)
- NIHB maintains full responsibility for benefit coverage policies and decisions on client claims, and continues to review requests for benefits that require prior approval or predetermination
- If you need assistance or more information about any services provided by Express Scripts Canada, contact the [NIHB Client Call Centre at Express Scripts Canada](#) from Monday to Friday between 6:30 a.m. and 8:30 p.m., Eastern Time, excluding statutory holidays

### NIHB client web accounts

- NIHB clients now have the option of creating a secure, web-based personal client account through the [Express Scripts Canada NIHB website](#)
- By creating a secure NIHB client web account, clients can:
  - view their benefit claims history and status of pending requests
  - submit client reimbursement requests online
  - submit appeal requests online
  - receive NIHB communication directly by email
- To create a web account:
  - visit the [Express Scripts Canada NIHB website](#)

- select **Create web account**
  - you will be guided through the steps to set up your account
- If you need help with this process, you can contact the [NIHB Client Call Centre at Express Scripts Canada](#)
- The creation of a web-based account is not mandatory
- You can still correspond with NIHB or Express Scripts Canada by mail, fax or telephone

## **New client reimbursement process**

- Client reimbursement requests for the following will now be processed by Express Scripts Canada:
  - pharmacy
  - dental
  - medical supplies and equipment
  - vision care
  - mental health counselling benefits
- The [NIHB Client reimbursement page](#) of the Express Scripts Canada NIHB website provides the form and instructions to submit client reimbursement requests, including what supporting documents are required for each benefit type
- There are 3 ways to submit a client reimbursement request to Express Scripts Canada:
  - by mail
  - by fax
  - online through your new NIHB client web account
- If you are submitting your client reimbursement request online through your NIHB client web account, you can send all documents electronically
- A scanned copy or photo of supporting documents, such as receipts, can be accepted

## **New online drug benefit list**

- The NIHB drug benefit list is a listing of prescription and over-the-counter medications and products that are covered by NIHB
- A new and improved [online drug benefit list](#) is now available on the Express Scripts Canada NIHB website. It is easier to search, and new listings are added right away
- For best results, search medications or products by chemical name, for example, 'ibuprofen', not 'Advil'. You will get a list of results, with an option to **View details** to see listing status and criteria, if applicable, for each product
- Please continue to contact the [NIHB Drug Exception Centre](#) for questions about pharmacy benefits

Please visit the [Express Scripts Canada NIHB website](#) for more information and to access these new features and services.