

# June 2020 NIHB UPDATE



## NIHB to launch new claims processing system and services via Express Scripts Canada on June 29, 2020

- NIHB is pleased to inform you that it will be launching a new claims processing system on June 29, 2020, through a contract with Express Scripts Canada
- Express Scripts Canada has been providing claims processing services to the program for dental, pharmacy and medical supplies and equipment benefits since 2009
- Vision care and mental health counselling benefit claims will also begin to be processed by Express Scripts' new system
- **Express Scripts Canada will not process medical transportation benefits**, which continue to be administered by NIHB
- Client reimbursement requests for pharmacy, dental, MS&E, vision care and mental health counselling benefits should be sent to Express Scripts, once the new system is launched
- Express Scripts will provide the NIHB program and clients with a number of new tools and features, including:
  - online services, such as claims history and submission, through secure, web-based client and provider accounts
  - call centre support
  - an improved and accessible on-line drug benefit list, updated daily
- Detailed information will be available on this page after the launch of the new system
- [Contact NIHB](#) with any questions