



June 17, 2020

**Non-Insured Health Benefits (NIHB) Program Update:
NIHB to Launch New Claims Processing System and Services via
Express Scripts Canada on June 29, 2020**

The NIHB Program 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 provided claims processing services to the NIHB Program for dental, pharmacy and medical supplies and equipment (MS&E) benefits since 2009. Vision care and mental health counselling benefit claims will also be processed by Express Scripts Canada through the new system.

When the new system is launched, client reimbursement requests for pharmacy, dental, MS&E, vision care and mental health counselling benefits should be sent to Express Scripts Canada.

Please note that Express Scripts Canada will not process NIHB Medical Transportation benefits, which continue to be administered by the NIHB Program.

Express Scripts Canada will provide the NIHB Program and NIHB clients with a number of new tools and features, including:

- Online services (e.g. claims history, claim submission) through secure, web-based Provider and Client accounts, with call centre support
- An improved and accessible on-line Drug Benefit List updated daily

More detailed information will be available after the launch date on the NIHB Program Updates page at canada.ca/nihb-update. If you have any questions regarding this communication, please contact the NIHB Program at the contact information below.

NIHB Inquiries

Email	sac.nihb-ssna.isc@canada.ca
Alberta	1-800-232-7301
Atlantic	1-800-565-3294
British Columbia	First Nations Health Authority (FNHA)* 1-855-550-5454
*Inuit clients residing in British Columbia	1-800-232-7301
Manitoba	1-800-665-8507
Northwest Territories/Nunavut	1-888-332-9222
Ontario	1-800-640-0642
Quebec	1-877-483-1575
Saskatchewan	1-866-885-3933
Yukon	1-866-362-6717

Pharmacy Benefits

NIHB Drug Exception Centre 1-800-580-0950 ext. #3

Dental and Orthodontic Services

NIHB Dental Predetermination Centre 1-855-618-6291 (Dental Services)
1-866-227-0943 (Orthodontic Services)