



NON-INSURED HEALTH BENEFITS – CLIENT REIMBURSEMENT

What is client reimbursement?	<p>Many providers of non-insured health benefits bill the NIHB Program directly for eligible benefits. However, if your provider is not enrolled with NIHB or does not bill the Program directly, you will need to pay the provider up front for the item or service. Then, you can submit a request to the NIHB Program for reimbursement of eligible benefits. This is called a client reimbursement request or claim.</p> <p><i>Note: If you have other non-insured health benefit coverage (such as private insurance or a provincial/territorial program), claims should be submitted to the other plan/program first. If there is a remaining unpaid ('residual') amount, it may be eligible for client reimbursement under NIHB.</i></p>
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What do I need to know before I pay for benefits?	<p>NIHB sets policies and rates for reimbursement of benefits. If you are required to pay up front for benefits and then seek client reimbursement, you should contact the NIHB Program first to confirm:</p> <ul style="list-style-type: none"> • the requested item or service is eligible for coverage under the NIHB Program • the provider is recognized by NIHB as eligible to provide the item or service • the amount that the NIHB Program will pay
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Important: NIHB must receive your claim for reimbursement within one year from the date of service

How do I submit my claim to NIHB?	Pharmacy benefits	Dental and orthodontic benefits	Medical supplies and equipment	Vision care	Mental health counselling	Medical transportation
	<p>Claims for these benefits are processed by Express Scripts Canada.</p> <p>Submit your client reimbursement request by mail, fax, or online.</p> <p>Visit the Express Scripts Canada website at https://nihb.express-scripts.ca:</p> <ul style="list-style-type: none"> • Select 'I am a client' and follow the links to "NIHB Client Reimbursement" to find instructions and forms • Make sure to include all the supporting documents required for each type of benefit (listed on the form and web page) • For mail/fax submission, download, complete and sign the reimbursement form • For online submission, you'll need to create an NIHB client web account through the Express Scripts Canada website • If you can't access the website or you need assistance, call the Express Scripts Canada NIHB Call Centre at 1-888-441-4777 					<p>Medical transportation claims are managed by NIHB.</p> <p>Submit your client reimbursement request by mail or fax.</p> <p>Visit www.canada.ca/nihb:</p> <ul style="list-style-type: none"> • Navigate to "Claims and Reimbursement" • Follow the link to the forms web page and find the "Client Reimbursement Request for Medical Transportation" form • Print, complete and sign the form and send to your NIHB regional office • Make sure to include all supporting documents listed on the form • If you can't access the website or you need assistance, call your NIHB regional office

Before you submit, did you...

- **Include all the supporting documents required for each benefit type?**
- **Include receipts?** *If submitting through your web account, a scan or photo is acceptable – keep the originals for one year.*
- **Include the explanation of benefits (EOB), if you have other insurance?**
- **Sign and date your reimbursement form, if submitting by mail or fax?**

Some communities or regional health authorities manage NIHB medical transportation or other benefits. These requests cannot be processed by Express Scripts Canada or NIHB. Contact local health services to find out more.



Express Scripts Canada NIHB Call Centre.....Phone: 1-888-441-4777

Express Scripts Canada Fax (all benefits)Fax: 1-888-249-6098

Express Scripts Canada mailing addresses

Pharmacy benefits:

Express Scripts Canada
NIHB Pharmacy Benefit
PO Box 1353, Station K
Toronto, ON M4P 3J4

Medical supplies and equipment:

Express Scripts Canada
NIHB Medical Supplies and Equipment Benefit
PO Box 1365, Station K
Toronto, ON M4P 3J4

Mental health counselling:

Express Scripts Canada
NIHB Other Benefits
PO Box 1358, Station K
Toronto, ON M4P 3J4

Dental and orthodontic benefits:

Express Scripts Canada
NIHB Dental Benefit
3080 Yonge Street, Suite 3002,
Toronto, ON M4N 3N1

Vision care:

Express Scripts Canada
NIHB Vision Care Benefit
PO Box 1296, Station K
Toronto, ON M4P 3J4

NIHB Program Regional Offices

Alberta

Phone: 1-800-232-7301
Medical Transportation: 1-800-514-7106
Fax: 780-495-7080
Mailing address:
Non-Insured Health Benefits
Canada Place
9700 Jasper Avenue Suite 730
Edmonton AB T5J 4C3

Manitoba

Phone: 1-800-665-8507
Medical Transportation: 1-877-983-0911
Fax: 204-984-2597
Mailing address:
Non-Insured Health Benefits
391 York Avenue Suite 300
Winnipeg MB R3C 4W1

Quebec

Phone: 1-877-483-1575
Fax: 1-855-244-4470
Mailing address:
Non-Insured Health Benefits
Guy-Favreau Complex East Tower Suite 202
200 René-Lévesque Bd W
Montreal QC H2Z 1X4

Northern

Phone: 1-888-332-9222
Yukon Medical Transportation: 1-866-362-6717
Fax: 1-800-949-2718
Mailing address:
Non-Insured Health Benefits
2720 Riverside Drive
Address Locator: 6604C
Ottawa, Ontario, K1A 0H4

Atlantic

Phone: 1-800-565-3294
Fax: 1-800-377-9288
Mailing address:
Non-Insured Health Benefits
1505 Barrington St Suite 1525
Halifax NS B3J 3Y6

Ontario

Phone: 1-800-640-0642
Fax: 1-800-806-6662
Mailing address:
Non-Insured Health Benefits
Sir Charles Tupper Building
2720 Riverside Dr 4th floor
Address Locator: 6604E
Ottawa ON K1A 0K9

Saskatchewan

Phone: 1-866-885-3933
Fax: 1-855-201-0092
Mailing address:
Non-Insured Health Benefits
Alvin Hamilton Building
1783 Hamilton St room 098
Regina SK S4P 2B6

British Columbia – NIHB clients

(Inuit and non-resident First Nations)

Phone: 1-800-232-7301
Fax: 780-495-7080
Non-Insured Health Benefits
Canada Place
9700 Jasper Avenue Suite 730
Edmonton AB T5J 4C3

*BC First Nations Health Authority (FNHA)
(First Nations BC residents)
1-855-550-5454*

NIHB Drug Exception Centre.....Phone: 1-800-580-0950

Mailing address:
NIHB Drug Exception Centre
Address locator: 1902D
Ottawa ON K1A 0K9

NIHB Dental Predetermination CentrePhone: 1-855-618-6291 (dental services)
1-866-227-0943 (orthodontic services)