



March 19 2020

Non-Insured Health Benefits (NIHB) Program: COVID-19 Pandemic Updates

The NIHB Program is continuing to provide benefits and services while following public health guidance and recommendations from health professionals as the situation evolves.

The NIHB Drug Exception Centre, Dental Predetermination Centre and regional call centres continue to operate and receive calls from providers and clients. Please note that wait times may be longer than usual, and we appreciate your patience.

The NIHB Program normally covers up to a 100-day supply of chronic medications. In determining the quantity to refill for clients, pharmacists will consider advice from professional associations and regulatory bodies, as well as patient-specific factors. If a client is seeking an early refill (before 2/3 of their medications are used), the pharmacist may submit the claim with an over-ride code and NIHB will reimburse. However, it is the pharmacist's decision to provide early or longer refills.

NIHB clients are encouraged to consult with their health or benefit service provider to confirm whether routine, non-urgent appointments should be postponed.

Dental professional organizations across Canada have advised that non-emergency services should be postponed. Call your dental provider's office to see if any scheduled dental appointments have been cancelled.

You may contact your mental health service provider to confirm whether they can provide counselling services via telephone (tele-mental health services by eligible providers are covered by the NIHB Program).

NIHB is continuing to support clients who need medical transportation benefits to access urgent or essential medical services. Vulnerable clients will be supported by prioritizing private modes of transport. Additional guidance has also been provided to support external service providers (such as boarding homes and airlines) for infection prevention/control.

As the situation evolves, information will be provided through NIHB call centres and posted online.

For the latest information on COVID-19 guidance, please visit:

- canada.ca/coronavirus-info-indigenous
- canada.ca/coronavirus

NIHB Client Inquiries

Email	sac.nihb-ssna.isc@canada.ca
Alberta	1-800-232-7301 Medical Transportation: 1-800-514-7106
Atlantic	1-800-565-3294
British Columbia	First Nations Health Authority (FNHA)* 1-855-550-5454
Manitoba	1-800-665-8507 Medical Transportation: 1-877-983-0911
Northwest Territories/Nunavut	1-888-332-9222
Ontario	1-800-640-0642
Quebec	1-514-283-1575 1-877-483-1575 Mental Health Counselling: 1-877-583-2965
Saskatchewan	1-866-885-3933
Yukon	1-866-362-6717
<i>*Inuit clients residing in British Columbia</i>	1-800-232-7301

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)