



April 29 2020

Non-Insured Health Benefits (NIHB) Program Update

The latest news on NIHB policies and benefit coverage for First Nations and Inuit clients

COVID-19 Update #3

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Virtual dental consultation services

- Due to the COVID-19 pandemic, dental providers have postponed non-emergency services.
- NIHB will temporarily cover fees for consultation services by phone or other virtual methods offered by dental providers to help them assess clients’ needs and facilitate access to emergency dental care.
- Please contact your dental provider’s office if you require emergency dental services.

Virtual services and shipping for hearing devices

- During the COVID-19 pandemic, NIHB will cover some services that can be provided through tele-audiology, if offered by the provider. This includes:
 - fitting and dispensing
 - hearing aid performance check and readjustment
- If providers offer fitting and support services through tele-audiology, they can temporarily ship hearing devices directly to you, so you don’t have to go to their office in person to pick up the item. This includes:
 - hearing aids
 - bone-anchored hearing system processors
 - replacement of cochlear implant processors
 - FM systems

- Providers will program the hearing device according to client-specific needs before shipping, and contact you by telephone to provide the first fitting remotely.
- When providers begin offering in-person services again, they will contact you to schedule a follow-up visit to their office.

Temporary coverage for electric breast pump purchase

- Until further notice, the purchase of a double electric breast pump will be covered instead of a rental.

Positive Airway Pressure (PAP) therapy

- If a client infected with COVID-19 uses positive airway pressure (PAP) therapy, this may increase the risk of transmission to others in the home.
- If you are in this situation, talk to your health care provider about the risks and benefits of continuing PAP therapy.
- Clients who have COVID-19 and continue PAP therapy can request additional supplies (tubing, filters, and masks) from the NIHB Program.

Information for parents and guardians of NIHB-eligible infant children

- During the COVID-19 pandemic, there may be delays in registering an infant for First Nation status.
- In order to allow additional time for parents to register their infant children, NIHB has extended coverage of unregistered infants up to 24 months of age, until further notice.
- Infants up to 12 months of age can access most types of NIHB benefits under the identification number of their eligible parent or guardian. Contact the [NIHB Dental Predetermination Centre](#) if dental services are required.
- If your child has reached 12 months of age and is not registered, please call the [NIHB Drug Exception Centre](#) if pharmacy services are required. For all other benefits, call your NIHB regional office. You will be provided with a temporary NIHB client number that is valid until your child reaches 24 months of age.

Reminder - changes in other coverage

- Let NIHB know as soon as possible if you no longer have other health benefit coverage (for example, through an employer sponsored plan).
- Contact your [NIHB regional office](#), the [Drug Exception Centre](#) (for pharmacy benefits), or the [Dental Predetermination Centre](#) (for dental benefits).
- NIHB will update your file right away to avoid delays in processing future claims.

NIHB Client Inquiries

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

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) ext. #2
1-866-227-0943 (Orthodontic Services) ext. #2