

# NON-INSURED HEALTH BENEFITS

## Indigenous Services Canada - Ontario Contacts



### NIHB MAIN CONTACTS

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**Client Line – general questions on all benefits:** 1-800-640-0642  
Website: [www.canada.ca/NIHB](http://www.canada.ca/NIHB)  
Mailing Address: 10 Wellington St., Suite 1455 Gatineau, QC K1A 0H4

### BENEFIT AREAS

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**Vision Care** 1-800-881-3921, option #1 Fax: 1-800-806-6662  
Email: [onnihbvision-ssna@sac-isc.gc.ca](mailto:onnihbvision-ssna@sac-isc.gc.ca)

**Medical Supplies & Equipment** 1-800-881-3921, option #2 Fax: 1-800-806-6662  
Email: [onnihbmse-ssna@sac-isc.gc.ca](mailto:onnihbmse-ssna@sac-isc.gc.ca)

**Mental Health Counselling** 1-800-881-3921, option #4 Fax: 1-800-806-6662  
Email: [onnihbmh-mssna@sac-isc.gc.ca](mailto:onnihbmh-mssna@sac-isc.gc.ca)

#### Dental Predetermination Centre

Provider/Client Line 1-855-618-6291 Fax: 1-855-618-6290  
Orthodontic Services 1-866-227-0943 Fax: 1-866-227-0957  
Email [nihb-ssna@sac-isc.gc.ca](mailto:nihb-ssna@sac-isc.gc.ca)

#### Prescription Medications – Drug Exception Centre

Provider/Client Line English 1-800-580-0950, ext. #3 French 1-800-281-5027  
Fax Ottawa 1-613-957-3566 Ontario 1-877-789-4379  
Email [nihb-ssna@hc-sc.gc.ca](mailto:nihb-ssna@hc-sc.gc.ca)

#### Medical Transportation

Southern Ontario 1-800-881-3921, option #3 Email: [onnihbtrans-ssna@sac-isc.gc.ca](mailto:onnihbtrans-ssna@sac-isc.gc.ca)  
Thunder Bay 1-877-779-7749 Email: [nihbmt.tbay@sac-isc.gc.ca](mailto:nihbmt.tbay@sac-isc.gc.ca)  
Sioux Lookout 1-888-283-8885  
Email: [slnihbmedtravel-voyagemedssna@sac-isc.gc.ca](mailto:slnihbmedtravel-voyagemedssna@sac-isc.gc.ca)

#### After Hours Urgent Medical Transportation – All Ontario

Monday – Friday, 4 pm – 8 am CST 1-833-675-3081  
Weekends & Holidays, 8 am – 4 pm CST 1-888-283-8885

#### Sioux Lookout Area Medical Transportation – Sioux Lookout First Nations Health Authority

Monday – Friday, 8 am – 4 pm CST 1-807-737-5080  
SLFNHA After Hours, 4 pm – 10 pm CST 1-833-633-8728  
SLFNHA Accommodations 1-807-737-3850

## PAYMENTS

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### Medical Transportation Invoices & Payments

Client Line 1-800-881-3921, option #5 Email: [onnihbinvoices-facturessna@sac-isc.gc.ca](mailto:onnihbinvoices-facturessna@sac-isc.gc.ca)

### Mental Health, Vision Care, and Medical Supplies & Equipment

Reimbursement Payments through Express Scripts Canada

Client Line 1-888-441-4777 / Provider Line 1-888-511-4666

Website <https://nihb-ssna.express-scripts.ca>

## NIHB PROGRAM MANAGERS AND SUPERVISORS

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### Director – Client and Community Response

Adan Abdi 613-897-3138 [adan.abdi@sac-isc.gc.ca](mailto:adan.abdi@sac-isc.gc.ca)

### Senior Manager – Program Delivery – Vision, Mental Health, Medical Supplies & Equipment, Drugs, Dental

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### Senior Manager – Program Delivery – Finance

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### Senior Manager – Program Delivery – Medical Transportation, Contribution Unit

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### Manager – Program Delivery – Medical Transportation, Thunder Bay and Southern areas

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### Manager – Contribution Agreements

Crystal Pento 807-355-3380 [crystal.pento@sac-isc.gc.ca](mailto:crystal.pento@sac-isc.gc.ca)

### Manager – Finance

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### Program Officer – Medical Transportation, Sioux Lookout

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### Program Officer – Medical Transportation, Sioux Lookout

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### Program Officer – Medical Transportation, Thunder Bay and Southern areas

Kelly Spencer 343-575-1133 [kelly.spencer@sac-isc.gc.ca](mailto:kelly.spencer@sac-isc.gc.ca)

### Program Officer – Medical Transportation, Thunder Bay

Jamie Pappas 807-357-3860 [jamie.pappas@sac-isc.gc.ca](mailto:jamie.pappas@sac-isc.gc.ca)

### Program Officer – Medical Supplies and Equipment

Penny Lynn Little 613-878-7567 [pennylynn.little@sac-isc.gc.ca](mailto:pennylynn.little@sac-isc.gc.ca)

### Program Officer – Vision Care and Mental Health

Aimee Racine 613-433-4128 [aimee.racine@sac-isc.gc.ca](mailto:aimee.racine@sac-isc.gc.ca)

### Program Officer – Payments

Lauren Harris 343-597-7214 [lauren.harris@sac-isc.gc.ca](mailto:lauren.harris@sac-isc.gc.ca)

## OTHER HELPFUL CONTACTS

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### **Jordan's Principle**

1-855-572-4453

Fax: 1-833-495-1227

Email: [jordansprincipleon-principedejordan@sac-isc.gc.ca](mailto:jordansprincipleon-principedejordan@sac-isc.gc.ca)

### **Hope for Wellness Line Help Line**

1-855-242-3310

[www.hopeforwellness.ca](http://www.hopeforwellness.ca)

### **Indian Residential Schools Resolution Health Support Program – Client Line**

1-888-301-6426

### **Indigenous Services Canada Indian Status Registration (9 am – 7 pm)**

1-800-567-9604

### **Ontario Health Insurance Plan (OHIP)**

1-866-532-3161

### **Provincial Health Insurance Card**

1-866-797-0000

[www.ontario.ca](http://www.ontario.ca)

### **Weeneebayko Area Health Authority (WAHA) Travel Office**

1-855-336-2947

Fax: 1-705-336-2637

### **Ininew Patient Services**

613-544-3400

Email: [referralsIPS@kingstonhsc.ca](mailto:referralsIPS@kingstonhsc.ca)

### **Sioux Lookout First Nation Health Authority (SLFNHA)**

807-737-5080

Email: [discharge@slfnha.com](mailto:discharge@slfnha.com)

### **Wequedong Lodge of Thunder Bay**

807-625-6039

Email: [intake@weqlodge.org](mailto:intake@weqlodge.org)



Visit the NIHB website: [www.canada.ca/NIHB](http://www.canada.ca/NIHB)