



October 2023

Non-Insured Health Benefits (NIHB) Program Update

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

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Pharmacy benefit information

New pharmacy benefit listings

Check the [drug benefit list](http://nihb-ssna.express-scripts.ca/en/040212) (nihb-ssna.express-scripts.ca/en/040212) to find all eligible products and criteria for coverage

The following medications and products are now covered as open benefits without prior approval:

- **DermOtic oil (fluocinolone acetonide)** 0.01% ear drops for the treatment of chronic eczema

The following new listings are covered as limited use benefits with prior approval:

- **Toctino and Hanzema (alitretinoin)** for the treatment of severe and chronic hand eczema
- **Diacomit (stiripentol)** for the treatment of epilepsy in infants
- **Increlex (mecasermin)** for the treatment of growth failure in children and adolescents from 2 to 18 years of age



- **Scemblix (asciminib)** 20 mg and 40 mg tablets are limited use benefits for treatment of adult patients with Philadelphia chromosome-positive chronic myeloid leukemia (Ph+ CML)

Expanded coverage for Guardian insulin pump and CGM systems

- The NIHB Program has expanded coverage for the following diabetes management devices:
 - Guardian Connect continuous glucose monitoring (CGM) system
 - Guardian Link 3 Transmitter Kit for 670G insulin pump system and integrated CGM
 - Guardian Link 3 Transmitter Kit for 770G insulin pump system and integrated CGM
 - Guardian Link 3 Transmitter Kit for 780G insulin pump system and integrated CGM
- These devices are now covered as limited use benefits for clients 19 years of age or younger managing diabetes with insulin, and all clients with type 1 diabetes
- Prior approval is required. Coverage criteria are noted in the Drug Benefit List
- NIHB continues to provide coverage of diabetes test strips. Clients managing diabetes with insulin can access up to 800 test strips per 100 days

Medical Supplies and Equipment benefit information

New listings for hospital beds and accessories

- NIHB now lists hospital beds and related accessories as limited use benefits. Prior approval is required
- Hospital beds can be claimed with or without rails, based on the client's requirements. Examples of benefits covered by NIHB include:
 - electric hospital bed
 - bariatric bed mattress
 - pressure relief mattress
- Refer to section 9.0 Self-care of the medical supplies and equipment benefit list for more information (available at canada.ca/nihb-medical-supplies-equipment)

New coverage for oxygen supplies

- NIHB will now provide coverage for the rental of a low flow oxygen meter/adaptor as a limited use benefit. Prior approval is required
- NIHB will now cover new oxygen connectors and adapters at a recommended replacement guideline of 6 per year. Prior approval is not required
- More information can be found in section 5.0 Oxygen equipment and supplies benefits list (available at canada.ca/nihb-medical-supplies-equipment)



Increased reimbursement rate for custom-made foot orthotics

- NIHB has increased the reimbursement rate for custom-made foot orthotics to \$525 per pair
- More information can be found in the [MS&E Footwear equipment and supplies benefit list](#) (available at canada.ca/nihb-medical-supplies-equipment)

Registered Respiratory Therapists (RRT) as eligible NIHB recommenders

- NIHB now accepts recommendations from Registered Respiratory Therapists (RRT) for coverage of certain equipment and supplies such as :
 - Secretion clearance items
 - Tracheostomy supplies
 - Renewal of communication benefits
 - Oxygen and respiratory equipment and supplies once the therapy is prescribed by an eligible prescriber (e.g. Doctor, Nurse Practitioner)
- For more information on eligible items and prescription and recommendation requirements, please consult the [Medical Supplies and Equipment Benefit List](#) (available at canada.ca/nihb-medical-supplies-equipment)

Mental Health Counselling benefit information

Missed or cancelled appointments

- If you need to cancel a mental health counselling appointment, virtual or in person, please notify your provider as soon as possible
- The NIHB program does not reimburse providers for missed or cancelled appointments.
- Talk to your provider to find out their policies for missed or cancelled appointments, such as whether they charge clients a fee for their time if a client misses an appointment or advance notice of a cancellation is not provided. Note that NIHB will not reimburse clients for these fees
- If NIHB medical transportation arrangements have been made, you must also notify your medical transportation coordinator or [NIHB regional office](#) (canada.ca/nihb-contacts) to cancel travel arrangements

Medical Transportation information

Client reimbursement requests for medical transportation

- Client reimbursement requests for medical transportation benefits are processed by Indigenous Services Canada regional offices, or by communities administering medical transportation benefits through contribution agreements
- Medical transportation reimbursement requests are not processed by Express Scripts Canada. If you send these to Express Scripts Canada, they will be returned to you



- To ensure the trip falls within NIHB policy and to confirm coverage, please contact your NIHB regional office (canada.ca/nihb-contacts) or other organization managing medical transportation benefits
- To submit a client reimbursement request for medical transportation benefits:
 - visit the ISC (Indigenous Services Canada) Forms by category webpage (canada.ca/nihb > Claims and reimbursement > ISC forms webpage)
 - select the "Client Reimbursement Request - Medical Transportation" form
 - print and complete the form and send it in to your NIHB regional office (canada.ca/nihb-contacts)

General benefit information

Submitting client reimbursement requests for multiple benefits

- Express Scripts Canada processes NIHB client reimbursement requests for pharmacy, dental, vision care, medical supplies and equipment, and mental health counselling benefits
- When submitting client reimbursement requests, you must use a separate form for each benefit type (such as pharmacy, dental, or vision care)
- You can include multiple items or services on the same form, as long as they are the same type of benefit
 - For example, you can include several dental services on the same form, but must use a new form for vision care services
 - For submission by mail or fax, the client reimbursement form is available for download on the Client reimbursement page of the Express Scripts Canada NIHB website (nihb-ssna.express-scripts.ca/en > Client > NIHB Client Reimbursement). You can also call Express Scripts Canada to have it mailed to you
- When submitting a request through your web account, begin by selecting the benefit type (such as, dental), filling out the online form, uploading applicable documents, then clicking submit. If needed, you can return to the claim submission screen and select another benefit type (such as, vision care)
- Find complete instructions and the list of documents required for each benefit type on the Client reimbursement page of the Express Scripts Canada NIHB website
- Whether you submit client reimbursement requests through mail, fax or your web account, using separate forms for each benefit type will ensure that your claim is sent to the right department for processing, without delay



NIHB client inquiries

Email for general inquiries only. Do not send client reimbursement requests or appeals by email.

Email	nihb-ssna@sac-isc.gc.ca
Alberta	General inquiries: 1-800-232-7301 Email: abnihbqa-qrssna@sac-isc.gc.ca Medical Transportation: 1-800-514-7106 Email: sac.eru-ure.isc@canada.ca
Atlantic	1-800-565-3294 Email: nihb-atlfnihb@sac-isc.gc.ca
British Columbia	
NIHB clients (Inuit and non-resident First Nations)	1-800-232-7301
First Nations Health Authority (FNHA) (First Nations BC residents)	1-855-550-5454
Manitoba	General inquiries: 1-800-665-8507 Medical Transportation: 1-877-983-0911
Northwest Territories, Nunavut, Yukon	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 Email: sac.sasknihb_inquiries.isc@canada.ca
NIHB Drug Exception Centre (Pharmacy benefits)	1-800-580-0950
NIHB Dental Predetermination Centre (Dental and orthodontic services)	1-855-618-6291 (Dental Services) 1-866-227-0943 (Orthodontic Services)

NIHB Call Centre at Express Scripts Canada 1-888-441-4777

For assistance with services provided by Express Scripts Canada, including NIHB client web accounts and submission of client reimbursement requests for pharmacy, dental, MS&E, vision care and mental health counselling benefits.