Indigenous Services Canada | Services aux Autochtones Canada

The Non-Insured Health Benefits Program

Play a key role in the oral health of First Nations and Inuit.

By enrolling with Indigenous Services Canada's Non-Insured Health Benefits (NIHB) program, dental providers can submit claims directly to its claims processor, Express Scripts Canada.

When you bill the program directly using NIHB fees, clients do not have to face charges which can be a significant barrier in accessing dental care.

Did you know?

The Express Scripts Canada Provider and Client Website is the gateway for dental providers to work with the NIHB program. Providers can access program policies, forms, quarterly newsletters, the dental claims submission kit, provider billing agreement, and regional dental benefit grids.

To learn more, please visit: https://nihb-ssna.express-scripts.ca/en/nihb dental
(https://nihb-ssna.express-scripts.ca/en/0205140506092019/04)

Create an NIHB Web Account and Enrol Online!

Dental providers can create an NIHB web account to upload and submit their enrolment documents and gain access to convenient self-service options. Through your web account, you will be able to verify client eligibility, submit claims and predetermination requests, and view claim statements online.

Get started here: https://nihb-ssna.expres-scripts.ca/nihb provider/create now
(https://nihb-ssna.express-scripts.ca/en/1215070914)

Enrol for Direct Deposit Payments

Direct deposit is a fast, secure way to receive payment. Switch to direct deposit by logging into your NIHB Web account and updating your payment information.

If you don't have a web account, you can create one or download and follow the instructions on the Direct Deposit Individual Form for NIHB Providers from the NIHB Dental Forms section on the Express Scripts Canada NIHB Provider and Client Website .

Is your contact information up to date?

Stay connected by making sure your NIHB web account profile is up to date!

To update your contact information:

- Log into your NIHB web account.
- Click the "My Profile" button on the left-hand menu bar.
- Scroll down to the email address, alternate mailing address and fax number section and click the "Update" button.
- Make your changes and click "Save."

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Issues with an NIHB Web Account?

Experiencing issues enrolling into the NIHB program, accessing your online claims statement, verifying client eligibility, submitting a claim or predetermination?

NIHB providers can access tutorial videos to review and learn how to utilize their NIHB web accounts. To access these videos, please go to the Express Scripts Canada NIHB Provider and Client Website at: https://nihb-ssna.express-scripts.ca/en. From the provider drop down menu choose dental and then click on the **Features for Providers** YouTube icon. You can also call the NIHB Call Centre at Express Scripts Canada for assistance at: 1-888-511-4666.

For direct access to the YouTube videos, please visit: NIHB Dental Provider Website Walkthrough - YouTube
(https://www.youtube.com/playlist?list=PLTCE9TPbxAW51FDa53hdQ5VLUbBwg9R2L)

NIHB Client Information

NIHB clients can be directed to visit the Express Scripts Canada NIHB Provider and Client Website where they can create an NIHB web account, view policy and program information, and find helpful client resources including the **NIHB Dental Client Quick Reference Sheet**.

Access client resources by visiting: https://nihb-ssna.express-scripts.ca/nihb client/updates and client resources
(https://nihb-ssna.express-scripts.ca/en/0205140506092019/12)

Contact us!

For questions related to an NIHB web account, self-service options, NIHB provider enrolment, client and dental service eligibility, billing process and payment, please contact :

NIHB Call Centre at Express Scripts Canada: 1-888-511-4666

For questions about the NIHB program and its dental policies, or the status/outcome of specific predetermination requests, please contact:

NIHB Dental Predetermination Centre:

- ***Dental services: 1-855-618-6291***
- ***Orthodontic services: 1-866-227-0943***

Quick Links:

NIHB Dental Forms
https://nihb-ssna.express-scripts.ca/en/0205140506092019/04/0406

NIHB Dental Benefit Grids
https://nihb-ssna.express-scripts.ca/en/0205140506092019/04/0407

NIHB Dental Benefits Guide
https://www.sac-isc.gc.ca/eng/1579538771806/1579538804799

Dental Claims Submission Kit
https://nihb-ssna.express-scripts.ca/en/0205140506092019/04/0403

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NIHB Dental Provider Website Walkthrough - YouTube
https://www.youtube.com/playlist?list=PLTCE9TPbxAW51FDa53hdQ5VLUbBwg9R2L

Client reimbursement information
https://www.sac-isc.gc.ca/eng/1579811474530/1579811499194

Submission of Predetermination Requests
https://www.sac-isc.gc.ca/eng/1579538771806/1579538804799#a9b

Appeal Process
https://www.sac-isc.gc.ca/eng/1579538771806/1579538804799#a9d