



REMINDERS

Create an NIHB Web Account and Enrol Online

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

Get started here: [NIHB web account](#) at 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 [Dental Forms](#) section on the Express Scripts Canada NIHB Provider and Client Website at nihb-ssna.express-scripts.ca/en/0205140506092019/04/0406.

Express Scripts Canada is Going Green

Interested in reducing your carbon footprint and gaining faster access to payments and communications? Express Scripts Canada encourages providers to take the time to update their payment and communication preferences from paper to electronic.

To update your direct deposit and communication preference, log in to your [NIHB web account](#) at nihb-ssna.express-scripts.ca/en/1215070914. Once logged in, click the "My Profile" button on the left-hand menu bar. Scroll down to the Direct Deposit and Communication Preference sections. Click the "Update" button, make your selection and once complete, click "Save."

If you don't have a web account, please visit the Express Scripts Canada NIHB Provider and Client Website to download the **Direct Deposit Individual Form for NIHB Providers** and the **NIHB Alternate Mailing Address & Communication Preference Individual Form** found on the [Dental Forms](#) webpage at nihb-ssna.express-scripts.ca/en/0205140506092019/04/0406. Complete, date, and sign the forms and fax or mail them to Express Scripts Canada. Fax numbers and mailing addresses are at the bottom of the last page of this newsletter.

Create and Manage Secondary

Did you know that providers who have a NIHB web account can now easily create and manage secondary accounts for their team members and grant any or all of the following privileges:

- Verify client eligibility
- Submit predeterminations
- Verify the status of predeterminations
- Submit claims
- View claims history

If you have not yet created a NIHB web account, you are encouraged to [Create an Account](#) at nihb-ssna.express-scripts.ca/en > Provider > Online enrolment > New NIHB provider > Create account. Once you have an NIHB web account, you will be able to create and manage secondary accounts for your team members.

To learn more about creating and managing secondary accounts, please review the document dated October 31, 2025, on the [Alerts](#) webpage at nihb-ssna.express-scripts.ca/en/011205182019.

Updating your Billing Agreement with ESC

Providers are required to inform ESC immediately of any changes to the information provided in the billing agreement at the time of their enrolment, as per subsection **3.3 Change of Provider Information** in the [NIHB Dental Claims Submission Kit](#) at nihb-ssna.express-scripts.ca/en/0205140506092019/04/0403.

Did you know that you can update your contact information, such as your email address, alternate mailing address and fax number, via your NIHB web account? Having the correct contact information on file will ensure that you receive important NIHB program-related information, such as newsletters and emergency alerts.

To update your contact information, log into your [NIHB web account](#) at nihb-ssna.express-scripts.ca/en/1215070914. Once logged in, click the “My Profile” button on the left-hand menu bar. Scroll down to the email address, alternate mailing address and fax number section. Click the “Update” button, make your updates and once complete, click “Save.”

For all other types of changes, including a service location address, a change in ownership, and a change in the name appearing on your licence, you must update your provider information by completing a new enrolment package and sending it to Express Scripts Canada via the following options:

- By fax: 1-855-622-0669
- By mail: Express Scripts Canada, Attention: Provider Relations, 6985 Financial Drive, Suite 300, Mississauga, ON L5N 0G3
- By your NIHB account: [Log in to your account](#) (nihb-ssna.express-scripts.ca/en/1215070914) and upload the completed enrolment package

If you don’t have a web account, you may contact the NIHB Call Centre at Express Scripts Canada at 1-888-511-4666 to update your contact information.

Correspondence with Express Scripts Canada

Express Scripts Canada would like to take the time to remind providers of the following contact information, specifically, the mailing address and fax numbers when submitting claims and enrolment documents for processing:

Benefit	Contact Information for Claims Submission	Contact Information for Enrolment Documents Submission
Dental	Express Scripts Canada NIHB Dental Claims 3080 Yonge St., Suite 3002 Toronto, ON M4N 3N1 1-888-249-6098	Express Scripts Canada Provider Relations Department 6985 Financial Drive, Suite 300 Mississauga, ON L5N 0G3 1-855-622-0669

How to Update Third-Party Insurance for an NIHB Client

To help avoid claim delays or rejections, it’s important that the NIHB client’s profile is kept up to date when **there is a change in third-party insurance** (such as employer or private health coverage).

If the client’s third-party insurance has ended or requires an update, the client or provider can contact the NIHB Call Centre at Express Scripts Canada or the Dental Predetermination Centre to update the client’s profile.

When calling to update coverage by third-party insurance, be prepared to **provide the required information during the call**, including:

- **Name** of the third-party insurer
- **Termination date** of the policy (**month and year**), if known

This information ensures the client’s claims can be processed without interruption.

NIHB PROGRAM AND EXPRESS SCRIPTS CANADA CONTACT INFORMATION

EXPRESS SCRIPTS CANADA

NIHB Call Centre at Express Scripts Canada

Please have your Provider Number
readily available.

1-888-511-4666

Extended Hours

Monday to Friday:
6:30 a.m. to 8:30 p.m. Eastern Time
Excluding Statutory Holidays

Dental Claims

Submit claims online:

Through your [NIHB web account](https://nihb-web-account.express-scripts.ca/en) at
nihb-ssna.express-scripts.ca/en > Log in

Mail claims to:

Express Scripts Canada
NIHB Dental Claims
3080 Yonge Street, Suite 3002
Toronto ON M4N 3N1

Fax claims to:

1-888-249-6098

Dental Predetermination

Submit predeterminations online:

Through your [NIHB web account](https://nihb-web-account.express-scripts.ca/en) at
nihb-ssna.express-scripts.ca/en > Log in

Provider Relations Department

Each additional Dental office must be enrolled
with the NIHB Program with its own Office ID
before services being rendered.

More information below and at bottom of page.

NIHB Program Enrolment

[Online Enrolment:](https://nihb-ssna.express-scripts.ca/en/0514181512)

nihb-ssna.express-scripts.ca/en/0514181512

More information below.

NIHB PROGRAM DENTAL BENEFITS

NIHB Dental Predetermination Centre (DPC)

Submit predeterminations online:

Through your [NIHB web account](https://nihb-web-account.express-scripts.ca/en) at
nihb-ssna.express-scripts.ca/en > Log in

Dental Services

Non-Insured Health Benefits

Indigenous Services Canada

200 Eglantine Driveway

Address Locator 1902D

Ottawa ON K1A 0K9

1-855-618-6291

Fax: 1-855-618-6290

Orthodontic Services

Non-Insured Health Benefits

Indigenous Services Canada

200 Eglantine Driveway

Address Locator 1902C

Ottawa ON K1A 0K9

1-866-227-0943

Fax: 1-866-227-0957

British Columbia

For First Nations clients living in BC, dental benefits are
provided by the First Nations Health Authority (FNHA). You
may contact the FNHA Health Benefits Program by email at

healthbenefits@fnha.ca,

or by phone at 1-855-550-5454,

or by fax at 1-888-299-9222.

For Inuit and non-resident First Nations NIHB clients in BC,
contact the NIHB Dental Predetermination Centre.

NIHB Enrolment Package or Other Dental Provider Documentation

Download [NIHB Dental forms](https://nihb-web-account.express-scripts.ca/en/0205140506092019/04/0406) from the Express Scripts Canada NIHB Provider and Client Website at nihb-ssna.express-scripts.ca/en/0205140506092019/04/0406 or contact the NIHB Call Centre at Express Scripts Canada at 1-888-511-4666.

Submit online through your [NIHB web account](https://nihb-web-account.express-scripts.ca/en) at nihb-ssna.express-scripts.ca/en > Log in. Some forms can be submitted online,
or, Fax to: 1-855-622-0669, or, Mail to:

Express Scripts Canada
Attention: Provider Relations
6985 Financial Drive, Suite 300
Mississauga ON L5N 0G3