

Attention: NIHB Providers

Primary and Secondary Web Accounts

October 2025 – Version 1.0

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Background:

As of October 31, 2025, these convenient new features will allow providers from all benefit types to easily create and manage secondary web accounts to grant specific access to their team members or professional colleagues.

Providers who have an NIHB web account will be able to easily create and manage secondary web accounts for their team members, and grant any or all of the following privileges:

- Verify client eligibility (dental and vision care only)
- Submit prior approvals or predeterminations
- Verify the status of prior approvals or predeterminations
- Submit claims
- View claims history



Questions and Answers:

Section 1: General Information:

1. Are these new features available for all benefits?

Yes. These features are available for all benefits.

2. Are these features available to NIHB clients?

No. These features are only available to NIHB providers.

3. How do I know if I am a primary or secondary account holder?

If you are a primary account holder, you will see the **Secondary Account Management** tab in the left menu.

If you are a secondary account holder, you will see the **My Providers** and the **Provider Profile** tabs in the left menu.

If you have more than one active provider account associated with your secondary account, the default webpage when logging in is **My Providers**. If you only have one active provider account associated with your secondary account, the default webpage when logging in is **Provider Profile**.

Section 2: Information for Primary Account Holders:

1. How do I access my NIHB web account?

To access your NIHB web account, please navigate to: nihb-ssna.express-scripts.ca/en/1215070914.

2. I previously had an NIHB web account. Do I need to create a new account or update my log-in credentials?

No. The way you log in has not changed, nor do you need to create a new account or update your log-in credentials. However, since you previously had an NIHB web account, you are now considered a primary account holder.

3. What features are available to me as a primary account holder?

Features for primary account holders include the following:

- Create and manage unlimited secondary web accounts;
- Add or modify a secondary account or revoke access for a secondary account holder;
- Customize the privileges for secondary account holders to meet your business needs.

In addition to all of the other features:

- Verify client eligibility (dental and vision care only);
- Submit requests for prior approvals or predeterminations;
- Verify the status of prior approvals or predeterminations;
- Submit claims;
- View claims history.

4. [Can I combine my primary accounts into one account?](#)

No. At this time, this function is not available. Each unique provider number is associated to one primary account.

5. [Is there a limit on the number of secondary accounts that I can create?](#)

No. There is no limit.

6. [Can a Secondary Account holder modify provider communication preferences, address or payment and billing information?](#)

No, secondary account holders will be unable to view or modify this information.

7. [As a primary account holder, will I be able to view the secondary account holders who have access to my provider account and their privileges?](#)

Yes, as a primary account holder, you will be able to view all the secondary account holders who have privileges to your provider web account. You will be able to revoke and/or modify their access as you deem appropriate.

8. [I am a primary account holder, I just created a secondary account and I see various statuses under the My Secondary Account Management page. What do these mean?](#)

Status	Definition
Pending	<p>New NIHB web account: The secondary account has been created but is not active as the secondary account holder has not clicked on the activation link.</p> <p>Existing NIHB web account: The secondary account exists but is not active as the secondary account holder has not accepted the request.</p> <p>Possible reasons for a Pending Status:</p> <ul style="list-style-type: none"> • The secondary account holder has not yet completed the activation; • The email address provided during account creation is incorrect; • The primary account holder has not shared the password with the secondary account holder, or the password is wrong or forgotten;



Status	Definition
	<ul style="list-style-type: none"> The activation email may have been filtered into the secondary account holder's junk or spam folder. <p>Next Steps Based on the Issue:</p> <ul style="list-style-type: none"> Incorrect Email Address: If the email address entered during the secondary account creation was incorrect, primary account holders can create a new secondary account using the correct email address immediately, given a different username is chosen for the new account. Forgotten Password (Correct Email Address): If the password was forgotten but the email address was correct, the account will remain locked for 24 hours before it is automatically released. After this period, a primary account holder can recreate the secondary account and ensure the password is securely shared with the secondary account holder. Activation Email in Junk or Spam Folder The secondary account holder should check their junk or spam folder. If the activation email is found, they must mark it as "Not Spam" before completing the activation process.
Active	<p>New NIHB web account: This means the secondary account has successfully been activated and is ready for use.</p> <p>NIHB web account: This means the secondary account holder has accepted the request.</p>

9. I am a primary account holder and under the '**My Secondary Account Management**' page, I can no longer see the secondary account I created?

If a secondary account request is not activated by the secondary account holder within 24 hours, it will automatically be removed from the system. This process ensures that the associated username and email address associated with the account are released. If the secondary account is still needed, you can recreate the account. Once again, the secondary account holder will have 24 hours to activate the account.

10. What is the **Acknowledgement and Agreement** and why do I need to agree to them?

The **Acknowledgement and Agreement** are the terms and conditions associated with your NIHB web account. You must agree in order to add a secondary account. You cannot create or add a secondary account without accepting the **Acknowledgement and Agreement**.

Step by Step Instructions:

1. How do I create a secondary account?

Select **Create New Account** to set up a brand-new secondary account and link it to your primary account. The primary account holder is responsible for completing the following steps:

- a. Username, email address, first and last name, password that will be used by secondary account holder
 - Unique username and email address that is not already registered with a NIHB web account
- b. Select the privileges you would like to assign to this secondary account holder.
Note: For dental and vision care only, you will also have to select the corresponding office ID(s)
- c. Accept the **Acknowledgement and Agreement**
- d. Share the password with the new secondary account holder

2. If an NIHB web account already exists, you can follow these instructions to update the account for improved service and functionality:

Select **Add Existing Account** to add an existing secondary account and link it to your primary account. It is the responsibility of the primary account holder to complete the following:

- a. Enter the secondary account holder's email address
- b. Select the privileges you would like to assign this secondary account holder
Note: For dental and vision care only, you will also have to select the corresponding office ID(s).
- c. Accept the **Acknowledgement and Agreement**

If the email address of the secondary account holder is verified, their credentials will appear. If the email address of the secondary account holder cannot be verified, an error message will appear.

Please note that if secondary account holder's email cannot be verified, the account is already registered as a primary account, or it may not exist.

3. How do I revoke a secondary account holder's access to a primary account?

To revoke a secondary account holder's access to a primary account, click the **Secondary Account Management** option in the left menu.

In the **My Secondary Account** group box, click the **View** button of the secondary account whose access you want to revoke.

The **View** button appears for the secondary accounts whose **Status** is **Active**.

The system displays the **Assign Privileges** group box with the **Revoke** button.

Click **Revoke** and a confirmation pop-up will appear.

Click **Yes** to revoke the secondary account holder's access.

4. How do I reactivate a secondary account holder's access?

To reactivate a secondary account holder's access, click the **Secondary Account Management** option in the left menu.

Go to the **My Secondary Account** group box.

Click **Reactivate** on the secondary account you want to reactivate. The **User Details** and **Assign Privileges** sections will appear.

Select the privileges you want to assign to the secondary account holder in the **Assign Privileges** section.

Please note that a secondary account holder must have at least one privilege assigned. For dental and vision care only: privileges can only be assigned to "active" office IDs.

Select the **Acknowledgement and Agreement** check box or click the link. Please read the agreement, scroll down to the bottom of the document, and then click **Accept**.

Click **Add Account**. The **Add Account** button will be enabled once all mandatory fields are completed. A pop-up will appear confirming that the account has successfully been added.

Please click **Copy Passcode and Close** to share it with the secondary account holder to access the account.

Section 3: Information for Secondary Account Holders:

1. Can my administrative staff be associated with multiple provider accounts?

Yes. A secondary account holder can be associated to multiple provider accounts. Secondary account holders will have the option to switch between provider profiles and office locations to perform tasks depending on the privileges assigned by the primary account holder.

2. What features are available to me as a secondary account holder?

Depending on the benefit, the following features are available to you:

- Submit claims
- View claims history
- Verify client eligibility (dental and vision care only)
- Submit prior approval
- View prior approval status
- Submit predetermination & Post Determination (dental only)
- View predetermination status (dental only)

Please note that as a secondary account holder, you are unable to access/update the primary account holder's data such as payment preference, payment address or bank account information.

3. I am a secondary account holder and when I navigate to the My Providers section, under Pending Provider Requests, I notice there are two active buttons: Accept and Decline. What does this mean?

When a secondary account is added by the primary account holder, the secondary account holder must accept or decline the request within 24 hours.

4. I am a secondary account holder and have access to multiple provider accounts. Do I need to log in separately for each provider?

No. You are only required to log in once. Once you are logged in, you can navigate to **My Providers** and select the provider for which you would like to complete a specific action.

When logging in as a secondary account holder, your view will depend on the privileges assigned to you by the primary account holder(s).

5. How do I accept a primary account holder's access request?

To accept a primary account holder's request, navigate to the **Pending Provider Requests** group box of the **My Providers** page and click **Accept** to accept the primary account holder's access request. An **Enter Password** pop-up appears asking you to enter the passcode shared by the primary account holder.

6. How do I decline a primary account holder's request?

To decline a primary account holder's request, navigate to the **Pending Provider Requests** section of the **My Providers** page. It displays the list of account requests received from primary account holders.

Click **Decline** to decline the provider request. A pop-up appears asking for your confirmation.

Click **Yes** to decline the request. A message appears and an email notification is also sent to the primary account holder.