



**Express Scripts Canada®**

5770 Hurontario Street, 10<sup>th</sup> Floor  
Mississauga, ON L5R 3G5

May 10, 2023

Attention: NIHB Providers and Clients

**Emergency Access to NIHB Covered Items due to Floods and Wildfires - Update**

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Due to floods and wildfires in various regions of Canada, some NIHB clients may not have access to their medications or other items and will require a refill or replacement.

**Pharmacy:**

Pharmacy providers are reminded of the emergency supply process, under which providers can dispense an emergency supply of medication for up to fourteen days. Providers should contact NIHB's Drug Exception Centre when possible in order to receive a back-dated approval after the emergency dispense. The usual prior approval process to dispense the balance of the prescription applies.

Pharmacy providers may contact the NIHB Drug Exception Centre at 1 800 580-0950 or the NIHB Call Centre at Express Scripts Canada at 1 888 511-4666.

**Dental:**

Dental providers are reminded that virtual consultations for the emergency management and triage of acute oral health care needs by phone or other virtual methods do not require predetermination (Schedule A). Additionally, providers are encouraged to provide emergency services and submit a post-determination if needed.

For dental services above frequency, please submit a request to the [Dental Predetermination Centre \(DPC\)](#) with a supporting rationale.

Dental providers may contact the NIHB Dental Predetermination Centre (DPC) at 1 855 618-6291 or the NIHB Call Centre at Express Scripts Canada at 1 888 511-4666.

**Medical Supplies and Equipment (MS&E):**

For medical supplies and equipment items that are required due to floods and wildfires (e.g., renewal or early replacement due to loss or damage), clients and providers can submit a request to their [NIHB regional office](#) with supporting justification or call their [NIHB regional office](#) for more information.

**Additional Contact Information:**

**NIHB Dental, Medical Supplies and Equipment (other than Alberta), Vision Care and Mental Health Counselling Providers**

Toll-Free: 1 888 511-4666

Monday to Friday: 6:30 a.m. to 8:30 p.m., Eastern Time

Weekends and statutory holidays: closed

**Medical Supplies and Equipment (Alberta)**

Toll-Free: 1 800 232-7301, ext. 2

Monday to Friday: 8 a.m. to 4 p.m., Mountain Time

Weekends and statutory holidays: closed

**NIHB Pharmacy Providers**

Toll-Free: 1 888 511-4666

Monday to Friday: 6:30 a.m. to midnight, Eastern Time

Weekends and statutory holidays: 8 a.m. to midnight, Eastern Time

**NIHB Clients**

Toll-Free: 1 888 441-4777

Monday to Friday: 6:30 a.m. to 8:30 p.m., Eastern Time

Weekends and statutory holidays: closed

Sincerely,

Express Scripts Canada