

Medical Transportation

Ontario Region Non-Insured Health Benefits Program

To: Ontario Region Nursing Stations/Health Centres
Chiefs and Councils/Health Directors
Indigenous Services Canada Partners

From: Adan Abdi, Director Client and Community Response, FNIHB

Date: September 6, 2024

Improvements to Medical Transportation & Changes at NIHB

We are pleased to share Indigenous Services Canada (ISC) is working diligently to improve Non-Insured Health Benefits (NIHB) medical transportation services in the Sioux Lookout area.

The Department is taking a number of steps to address challenges with long phone wait times and delayed bookings for medical transportation. Providing access to timely health care for NIHB clients is important. Through feedback from our clients and partners, we are adapting and improving according to the needs of those we serve.

Changes at our NIHB Sioux Lookout office include increased capacity through additional staffing and changes to the governance structure, improvements to internal processes, the introduction of a new travel request form, and an option to submit your travel request form by email or fax. We have also established regular meetings with First Nation partners to continue discussing NIHB services and any persisting gaps.

Thank you for your patience as we implement these changes. We aim to reduce wait times and better serve those requiring medical appointments.

New Medical Transportation Request Form

Through a new process, we are streamlining and improving the coordination of medical transportation bookings for clients travelling to approved medical appointments.

Effective **October 1, 2024**, we are introducing a new application when applying for medical transportation. This form will improve our medical transportation service by efficiently gathering all the required information needed to book your travel.

This new application form will:

- **Make it easier** for you to see what information is needed;
- **Collect your information** and appointment details in a single form;
- **Reduce time and stress** in the application process with less follow-ups from our team;
- **Use a fillable form** you can easily complete on a computer (or print the form if desired);
- **Be a single package** you can submit by email (or by fax).

The NIHB Medical Transportation Form can be requested from the Sioux Lookout NIHB office by calling 1-888-283-8885.

What to Submit

To help us coordinate your travel, please ensure all parts of your application are submitted together. This includes:

- NIHB Medical Transportation Application Form
- Notice of Appointment
- Escort Request with Supporting Documentation

Option to Submit by Email

While our medical transportation fax lines remain available, we also have a new option to email your request. The new fillable form makes it easy to complete the application on a computer and submit by email. While due to privacy we can't send your final travel information over email, we can accept your initial travel request by email (or by traditional fax at 807-737-3879). Please choose the option that works best for you.

Submit your travel request by email: sl-ssna-sl-nihb@sac-isc.gc.ca. *(Additional contacts below.)*

Additional Assistance – We're Here to Help

If you require any assistance or would like to schedule a training session to better understand the new process, please contact us. We are here to answer any questions and provide support.

Changes to Our Team

Improvements at NIHB will be supported by our new governance structure and enable us to give more dedicated focus to each area. Ontario region NIHB services are now guided by the Director of Client and Community Response with three senior managers dedicated to specific benefit areas. We are pleased to introduce our new NIHB senior management team:

- **Adan Abdi**, Director – responsible for all NIHB program areas;
- **Julie Caves** – responsible for Mental Health, Medical Supplies and Equipment, Vision, Dental, Pharmacy and Indian Residential Schools;
- **Cynthia Lucier** – responsible for Medical Transportation and the Community Development and Support Unit for Contribution Funding Arrangements;
- **Jesse Hayes** – responsible for Jordan's Principle and Finance.

About NIHB

The NIHB program provides coverage for a range of health services for registered First Nations and recognized Inuit, which includes prescription drugs, over-the-counter medications, dental, vision care, medical supplies and equipment, mental health counselling, and transportation to access health services that are not available locally.

Thank you for your cooperation as we work to improve our services.

Sincerely,

Adan Abdi,
Director, Client & Community Response, FNIHB

Key Contacts for Communities Served by the NIHB Sioux Lookout Office

- Corine Meijaard, Acting Program Officer, Medical Transportation, corine.meijaard@sac-isc.gc.ca
- Shelley Hakala, Acting Manager, Medical Transportation, shelley.hakala@sac-isc.gc.ca
- Cynthia Lucier, Acting Senior Program Delivery Manager, Medical Transportation, cynthia.lucier@sac-isc.gc.ca

Ontario Region NIHB Client Information Line, Monday - Friday: 7 am - 3 pm (CST)

Call: 1-800-640-0642

Toll Free: 1-888-284-8885

All Ontario Emergency After Hours Line

Call: 1-833-675-3081

Sioux Lookout NIHB Office

General NIHB Email: slnihbmedtravel-voyagemedssna@sac-isc.gc.ca

General & Travel Request Fax: 807-737-3879

Travel Request Email: sl-ssna-sl-nihb@sac-isc.gc.ca

Medivacs & Urgent Fax: 807-737-8057

Medivacs & Urgent Email: nihbslurgent-urgentssnasl@sac-isc.gc.ca

Discharges Fax: 807-737-4917

Discharge Email: nihbsldischarge-congehospitalssnasl@sac-isc.gc.ca

Sioux Lookout First Nations Health Authority (SLFNHA) – Discharges

Call: 1-807-737-5080

Fax: 1-807-737-3618