

NON-INSURED HEALTH BENEFITS

Indigenous Services Canada - Ontario Region Contacts



NIHB MAIN CONTACTS

Client Line – General questions on all benefits: 1-800-640-0642
Website: www.canada.ca/NIHB
Mailing Address: 10 Wellington St., Suite 1455 Gatineau, QC K1A 0H4

BENEFIT AREAS

Vision Care 1-800-881-3921, option #1 Fax: 1-800-806-6662
Email: onnihbvvision-ssna@sac-isc.gc.ca

Medical Supplies & Equipment 1-800-881-3921, option #2 Fax: 1-800-806-6662
Email: onnihbmse-ssna@sac-isc.gc.ca

Mental Health Counselling 1-800-881-3921, option #4 Fax: 1-800-806-6662
Email: onnihbmh-mssna@sac-isc.gc.ca

Dental Predetermination Centre

Provider/Client Line	1-855-618-6291	Fax: 1-855-618-6290
Orthodontic Services	1-866-227-0943	Fax: 1-866-227-0957
Email	nihb-ssna@sac-isc.gc.ca	

Prescription Medications – Drug Exception Centre

Provider/Client Line English	1-800-580-0950, ext. #3 French	1-800-281-5027
Fax	Ottawa 1-613-957-3566	Ontario 1-877-789-4379
Email	nihb-ssna@hc-sc.gc.ca	

Medical Transportation

Southern Ontario	1-800-881-3921, option #3	Email: onnihbtrans-ssna@sac-isc.gc.ca
Thunder Bay	1-877-779-7749	Email: nihbmt.tbay@sac-isc.gc.ca
Sioux Lookout	1-888-283-8885	
	Email: slnihbmedtravel-voyagemedssna@sac-isc.gc.ca	

After Hours Urgent Medical Transportation – All Ontario

Monday – Friday, 4 pm – 8 am CST	1-833-675-3081
Weekends & Holidays, 8 am – 4 pm CST	1-888-283-8885

Sioux Lookout Area Medical Transportation – Sioux Lookout First Nations Health Authority

Monday – Friday, 8 am – 10 pm CST	1-807-737-5080
Weekends and Holidays, 8 am – 4 pm CST	
SLFNHA After Hours, 4 pm – 8 am CST	1-833-633-8728
SLFNHA Accommodations, 8:30 am – 4:30 pm CST	1-807-737-3850

PAYMENTS

Medical Transportation Invoices & Payments

Client Line	1-800-881-3921, option #5	Email: onnihbinvoices-facturessna@sac-isc.gc.ca
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Mental Health, Vision Care, and Medical Supplies & Equipment

Requests, Client Reimbursements, Provider Payments through Express Scripts Canada

Client Line 1-888-441-4777 / Provider Line 1-888-511-4666

Website <https://nihb-ssna.express-scripts.ca>

NIHB PROGRAM MANAGERS AND SUPERVISORS

Director – Client and Community Response

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Program Officer – Vision Care and Mental Health

Aimee Racine 613-433-4128 aimee.racine@sac-isc.gc.ca

Program Officer – Payments

Lauren Harris 343-597-7214 lauren.harris@sac-isc.gc.ca

OTHER HELPFUL CONTACTS

Jordan's Principle

1-855-572-4453

Fax: 1-833-495-1227

Email: jordansprincipleon-principedejordan@sac-isc.gc.ca

Hope for Wellness Line Help Line

1-855-242-3310

www.hopeforwellness.ca

Indian Residential Schools Resolution Health Support Program – Client Line

1-888-301-6426

Indigenous Services Canada Indian Status Registration (9 am – 7 pm)

1-800-567-9604

Ontario Health Insurance Plan (OHIP)

1-866-532-3161

Provincial Health Insurance Card

1-866-797-0000

www.ontario.ca

Weeneebayko Area Health Authority (WAHA) Travel Office

1-855-336-2947

Fax: 1-705-336-2637

Ininew Patient Services

613-544-3400

Email: referralsIPS@kingstonhsc.ca

Sioux Lookout First Nation Health Authority (SLFNHA)

807-737-5080

Email: discharge@slfnha.com

Wequedong Lodge of Thunder Bay

807-625-6039

Email: intake@weqlodge.org



Visit the NIHB website: www.canada.ca/NIHB

~ December 2025 ~