



August 2023

Information for NIHB clients evacuated from the Northwest Territories

- NIHB recognizes the challenges faced by clients who have been evacuated due to forest fires, and is ready to provide support for clients who need to refill or replace items covered by the program, or access other services covered by NIHB
- First Nation clients will need their status card or number to access NIHB benefits when out of territory
 - If you have lost your status card and don't know your status number, call the Indigenous Services Canada Public Enquiries Line for assistance at 1-800-567-9604
- For Inuit clients, either your 'N' number (a unique client ID number assigned by NIHB), or your Northwest Territories/Nunavut health card number may be used to access benefits
 - If you do not have your health card and don't know your 'N' number, contact the NIHB Northern region office for assistance at 1-888-332-9222
- For assistance with pharmacy or dental benefits, please contact the NIHB program:
 - Pharmacy benefits: 1-800-580-0950
 - Dental services: 1-855-618-6291
 - Orthodontic services: 1-866-227-0943
- For medical supplies and equipment or vision care benefits, please contact the NIHB program office in the region where you are currently staying:
 - Alberta region: 1-800-232-7301
 - Manitoba region: 1-800-665-8507
- For assistance with medical transportation, please contact the GNWT:
 - Yellowknife Region: 1-867-669-4115
After Hours: 1-867-669-4115
mail: ykmedicaltravel@gov.nt.ca
 - Beaufort Region: 1-867-678-8034
After Hours: 1-867-678-5626
Email: Inuvik_medicaltravel@gov.nt.ca
- If you're experiencing emotional distress and want to talk, the Hope for Wellness Helpline is available to all Indigenous people across Canada. Experienced and culturally competent counsellors are reachable 24 hours a day, 7 days a week by telephone at 1-855-242-3310 or by online chat at www.hopeforwellness.ca