Indigenous Services Canada | Services aux Autochtones Canada

Canada

How to Submit Travel Requests for Non-Insured Health Benefits (NIHB) Medical Transportation in Ontario

The following steps outline how medical travel is requested and booked through NIHB.

- Your health care provider makes you a medically necessary out-of-community appointment.
- You receive your notice of appointment from the medical specialist or hospital.

For Client Action:

- Pick up the NIHB medical transportation form, checklist, and an escort form (if required) from your community health facility.
- Complete the NIHB travel forms. Review to make sure all of the information is complete by using the checklist. Missing information can cause booking delays. ***If you need assistance, speak with the clerk at your community health facility.***
- Bring your completed travel form (including the escort form if required) and your notice of appointment to your community health facility. (If you plan to travel by car, talk to the clerk for more information.)

*****Your travel form and accompanying documents should be submitted 10 days or more before your appointment date. (Exceptions are made for short notice, urgent travel needs.)**

- The clerk will review your documents and submit your travel package to NIHB. **The travel request must be submitted by the clerk**.
- NIHB will book your travel and send back your travel package. **The clerk will contact you when it's ready for pick up from your health facility.** No further action is needed. If there is any missing information you will be contacted.
- Attend your medical appointment using the travel arrangements provided by NIHB.