October 7, 2026

Subject: Working Together to Improve NIHB Medical Transportation Services

Dear Health Directors, Medical Transportation Clerks, Health Care Professionals:

I would like to acknowledge the concerns many of you have raised regarding delays and challenges in receiving timely responses from the Non-Insured Health Benefits (NIHB) Medical Transportation Program.

We have heard your concerns and are taking immediate actions to improve the client experience. Our goal is to reduce delays, improve coordination, and ensure travel requests are reviewed and processed as efficiently as possible so that clients can access the health services they need.

To support these improvements, we are implementing several internal process changes and increasing surge capacity staffing to address existing backlogs and rising volumes. These measures are intended to strengthen our service delivery and improve responsiveness to client needs.

Your partnership is critical to the success of these efforts. By ensuring that requests are submitted completely and accurately, you can help us process travel requests more quickly and efficiently.

How you can help:

1. Complete (or assist the client in completing) the NIHB medical transportation request form in full. Use the attached checklist as a guide. This checklist is used by NIHB to assess requests. Following the checklist will ensure the submission is complete. Include the required documentations (notice of appointment and escort form) with the submission.
2. Submit the completed request form and notice of appointment (NOA) **once** by fax. Email may be used if fax services are unavailable. Please do not submit duplicates or send using both methods
3. Only fully completed packages (including request & NOA) are accepted. Incomplete request forms or NOAs will be returned to the submitting clinic, hospital, or provider for completion.

We understand that some providers have experienced situations where confirmation of receipt was unclear or where requests appeared not to have been received in the past. However, we ask that you refrain from faxing, re-faxing, or emailing the same request multiple times unless specifically requested to do so. Duplicate submissions increase processing volumes, contribute to backlogs, and can delay the review of urgent client requests.

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We appreciate your collaboration, ongoing partnership, and advocacy on behalf of First Nations and Inuit clients. Your dedication plays a vital role in helping clients access timely and necessary health care services.

If you have any questions or concerns, please contact me at adan.abdi@sac-isc.gc.ca.

Sincerely,

Adan Abdi
Senior Director

Attachments:

1. Medical Transportation Request Form
2. Medical Transportation Request Form Checklist (used by NIHB).
3. Client Resource Guide
4. Staff Resource Guide