



How to Submit an NIHB Reimbursement Claim After Paying Out of Pocket

If you have already paid the full cost of your custom orthotics and are an eligible First Nations patient with coverage through the Non-Insured Health Benefits (NIHB) Program and your private insurance does not cover the full cost of your custom orthotics, you may be able to submit the remaining eligible amount to NIHB for reimbursement. Please follow the steps below.

Step 1: Obtain the NIHB Client Reimbursement Form

The **NIHB Client Reimbursement Form** is available at <https://nihb-ssna.express-scripts.ca> > Client > scroll to the bottom of the page and click on NIHB Client Reimbursement. Follow the directions to submit through the NIHB Provider and Client Website or submit by fax or mail

Step 2: Complete the Coordination of Benefits Section

If you have coverage through a private insurance plan (such as Manulife, Blue Cross, Canada Life, Sun Life, etc.):

- Answer **"Yes"** to the question asking whether you are covered by another health plan.
- Enter the details of your private insurance provider as requested on the form.

Step 3: Gather Required Documents

You must include the following documents with your reimbursement request:

1. A copy of your **official receipt** showing payment in full.
2. A copy of your private insurance **Explanation of Benefits (EOB)** statement showing:
 - The amount submitted to your private insurer.
 - The amount paid by your private insurer.

- Any remaining balance not covered.

Step 4: Submit Your Claim

Once the form is completed and all supporting documents are attached, submit your claim to Express Scripts Canada by one of the following methods:

- Upload through the Express Scripts Canada Client Portal
- Mail: Express Scripts Canada
NIHB MS&E Claims
P.O. Box 1365, Station K
Toronto, ON M4P 3J4
- Fax 1-888-249-6098

Be sure to keep copies of all documents for your records.

Faster Online Submission Option

To speed up processing, patients are encouraged to create an account on the Express Scripts Canada Client Website.

Once logged in, you can:

- Upload a clear photo or PDF of your private insurance Explanation of Benefits (EOB)
- Upload a copy of your receipt
- Submit your reimbursement request electronically

Online submission is often faster than mailing or faxing paper documents.

Before You Submit

- ✓ Completed NIHB Client Reimbursement Form
- ✓ Copy of your paid receipt
- ✓ Copy of your private insurance EOB
- ✓ Private insurance information entered on the form

Submitting all required documents together will help avoid delays in processing your reimbursement.