



The Non-Insured Health Benefits (NIHB) Program provides coverage for a number of medically necessary goods and services that are not covered by provincial or territorial health plans (e.g. MCP, OHIP), provincial agencies for income support (e.g. Advanced Education and Skills in NL), agencies responsible for child protection and welfare, or third-party insurance plans (e.g. Blue Cross).

NIHB is the payer of last resort and does not replace coverage services available through Medicare to all Canadians.

The Nunatsiavut Department of Health and Social Development (DHSD) administers the NIHB program on behalf of Indigenous Services Canada (formerly known as Health Canada) to Beneficiaries of the Labrador Inuit Land Claims Agreement.

Welcome to new Beneficiaries. We look forward to working with you to learn about the NIHB program in our partnership to improve health.

#### **MEMBERSHIP**

- Your Nunatsiavut membership card with your name and number works as a health card when you access the program. Please bring it when visiting your health-care provider (doctor, nursing station/clinic or drug store), and keep it with your provincial/territorial health card (e.g. MCP, OHIP).
- When using your insurance, keep all receipts and statements for possible reimbursement of an eligible expense for NIHB.
- Coverage is retroactive to the date your application for membership was approved, up to one year.
- Newborn babies are covered under their parents' membership for 18 months. Please send birth information to the membership office in Nain.

**Note:** Please address membership issues, including replacement cards, change of name or address to the membership office in Nain.

Sheila Angnatok, Registrar of Beneficiaries  
Nunatsiavut Government  
P.O. Box 70  
Nain, Nunatsiavut. A0P 1L0  
[sheila.angnatok@nunatsiavut.com](mailto:sheila.angnatok@nunatsiavut.com)  
Phone: (709) 922-2942 ext. 271  
Toll-Free: 1-866-922-2942  
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Your benefits depend on keeping your membership information current.

**NIHB provides coverage for:**  
Medical Transportation  
Dental Services  
Vision Care  
Medical Supplies and Equipment (MS&E)  
Prescription Drugs  
Mental Health Counselling

Each of these categories has its own policy and list of benefits. If you are not sure what is covered, contact the regional staff in Happy Valley-Goose Bay. (Contact information is provided at the end of each category).

**MEDICAL TRANSPORTATION**

- Transportation, meals, accommodations and escort services are covered for approved patients and escorts who cannot access services in their home community.
- A medical referral letter from a health-care provider must be provided stating the reason(s) for the need to have an escort.
- Escorts are covered for all children to the age of consent.
- Adults may require an escort if they are unable to travel alone for physical reasons or diminished mental capacity, or if they require the service of an interpreter/translator.

DHSD provides ground transportation in the Upper Lake Melville area and St. John’s, NL. Outside of these areas, Beneficiaries may submit receipts for possible reimbursement. Eligible expenses will only be reimbursed for the day before and the day of your appointment(s). Expenses are to be incurred by the most economical means possible (e.g. airport shuttle vs. taxi).

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## **DENTAL SERVICES**

As of April 2007, dental billing/claims/pre-determinations are all processed through DHSD, Happy Valley-Goose Bay, following the Dental Framework.

Jenny Gear  
NIHB Dental Analyst  
[jenny.gear@nunatsiavut.com](mailto:jenny.gear@nunatsiavut.com)  
Phone: (709) 896-9750 ext. 253  
Fax: (709) 896-9670

## **VISION CARE**

Under the Vision Care Framework of Indigenous Services Canada, Beneficiaries are eligible to receive one pair of glasses and one eye exam every two years (children up to age 18 years qualify for one pair of glasses and one eye exam every year). Exemptions may be made based on individual eye changes and medical conditions. For more information, please contact:

Wanda Blake  
NHIB Analyst (Vision Care)  
[wanda.blake@nunatsiavut.com](mailto:wanda.blake@nunatsiavut.com)  
Phone: (709) 896-9750 ext. 239  
Fax: (709) 896-9670

## **MEDICAL SUPPLIES and EQUIPMENT**

Indigenous Services Canada and the Nunatsiavut Government maintain a list of the medical supplies and equipment provided under the NHIB program. The supplies and equipment (e.g. walkers, orthotics, wound/ostomy supplies and personal care items such as tub rails etc.) must be prescribed by an authorized health care provider, nurse, physician, occupational or physical therapist, chiropractor. The NHIB program provides oxygen therapy as listed in the Indigenous Services Canada guidelines that is medically necessary and prescribed by a physician and respiratory therapist. The list includes oxygen concentrators, as well as B1-PAP or CPAP if all requirements are met. For more information, please contact:

Patty Oliver  
NHIB Analyst (Medical Supplies & Equipment)  
[patricia.oliver@nunatsiavut.com](mailto:patricia.oliver@nunatsiavut.com)  
Phone: (709) 896-9750 ext. 245  
Fax: (709) 896-9670

## **PRESCRIPTION DRUGS**

All drugs must be obtained through prescription by a physician, dentist or nurse practitioner. All drugs on the Indigenous Services Canada formulary are approved. Drugs not included in the formulary may be approved through an exceptions process using an Indigenous Services Canada guide. A physician must request the exception and provide medical reasons for consideration. This does not guarantee approval, and Beneficiaries may pay themselves for drugs recommended by physicians and not included in the NHIB program. There are special drug lists for patients with chronic kidney failure and organ transplant.

The Indigenous Services Canada drug formulary is available online at: <https://www.sac-isc.gc.ca/eng/1572888328565/1572888420703>

Nunatsiavut is using an electronic billing process and is connected with drug stores across the country. For more information, please contact:

Patty Oliver  
NHIB Analyst (Pharmacy)  
[patricia.oliver@nunatsiavut.com](mailto:patricia.oliver@nunatsiavut.com)  
Phone: (709) 896-9750 ext. 245  
Fax: (709) 896-9670

Should you have to pay up front for an NIHB approved medication, you may submit your receipt for consideration of reimbursement.

**Note:** Expenses for drugs are only reimbursed up to a maximum of one year.

### **MENTAL HEALTH COUNSELLING**

Mental Health Counselling – Every 12 months, an eligible client can receive up to 22 hours of counselling performed by a registered service provider on a fee-for-service basis (such as, individual, family or group counselling). Additional hours in the same 12 month period may be provided on a limited case-by-case basis. The NIHB Program’s Mental Health Counselling benefit is intended to provide professional mental health counselling services when such services would not otherwise be available to the client. Mental wellness services and mental health counselling services must first be considered through other coverage options (eg. provincial/territorial services, employee assistance programs).

### **Ensuring Fairness – The Appeals Process**

DHSD is committed to ensuring fair and equitable access to benefits for all Beneficiaries of the Labrador Inuit Land Claims Agreement. Beneficiaries are encouraged to bring concerns in writing to:

Jennifer Best  
NHIB Manager  
[jennifer.best@nunatsiavut.com](mailto:jennifer.best@nunatsiavut.com)  
Phone: (709) 896-9750 ext. 224  
Fax: (709) 896-9751

The NHIB manager can refer a concern to the Deputy Minister and/or the Minister of Health. Please put your concerns in writing. For clarification purposes, written responses are forwarded to Beneficiaries with the decision.

### **CONTACT US:**

NHIB Division - Department of Health and Social Development (DHSD), P.O. Box 496, Stn “C”, 218 Kelland Drive, Happy Valley-Goose Bay, NL, A0P 1C0  
Phone: (709) 896-9750 or Toll-Free: 1-866-606-9750 Fax: (709) 896-9751