



Chiefs of Ontario

Non-Insured Health Benefits (NIHB) E-News

Welcome to our introductory NIHB E-Newsletter! Our e-newsletters are planned to increase communications and create awareness of NIHB. Through this e-newsletter, we will keep you updated quarterly on changes within the vast area of NIHB.

NIHB Navigators:

Chiefs of Ontario NIHB Navigators are here to assist in improving access to NIHB Benefits for First Nations citizens by working with First Nation Community Health workers and Organizations. We provide support and advocacy, improve awareness of NIHB benefits, address policy issues, strengthen relationships with health care providers, federal and

provincial governments, provide technical supports and support Leadership in the work of advocating for policy change. If you require assistance regarding an issue with NIHB or have general questions, please call the Navigator in your area. If you are not sure who covers your area, you can contact one of us:

Emily King, Northern ON NIHB Navigator can be reached by email at Emily.King@coo.org or by telephone at (416) 573-7611; OR

Laurie Carr, Southern ON NIHB Navigator can be reached by email at lauriecarr@coo.org or by telephone at (416) 522-7459.

Did You Know?

NIHB Benefits:

NIHB is designed to assist First Nations peoples with their health care needs. NIHB provides a limited range of medically necessary goods and services to registered First Nations peoples. It may also reimburse some or all of the costs incurred when health

NIHB provides benefit coverage for: Dental; Drugs; Medical Supplies and Equipment; Medical Transportation; Vision Care; Short-Term Crisis Intervention Mental Health Counselling; Benefits Out Side of Canada; and Chiropractic Care.

For more information on the NIHB Benefits, please see the Chiefs of Ontario NIHB Guide for First Nations in Ontario:

<http://health.chiefs-of-ontario.org/sites/default/files/files/NIHB%20Guide%20January%202015%20%282%29.pdf>

Or, please visit Health Canada's NIHB Website:

<http://www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/index-eng.php>

Make An Appeal:

If you disagree with a decision made through NIHB, you have the right to appeal the decision. For each NIHB Benefit area there are three levels of

appeal. A First Nation citizen or his/her parent or guardian may initiate an appeal, which must be done in writing.

For more information on the NIHB Appeal Processes please contact your COO NIHB Navigator;

Or, please refer to pages 41-52 of the Chiefs of Ontario NIHB Guide for First Nations in Ontario: <http://health.chiefs-of-ontario.org/sites/default/files/files/NIHB%20Guide%20January%202015%20%282%29.pdf>

Or, please visit Health Canada NIHB website:

<http://www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/benefit-prestatiion/appe/index-eng.php>

Client Reimbursement:

If you have purchased an NIHB Benefit item or service, you may be eligible to have some or all of your costs reimbursed. All requests for reimbursement of eligible benefits must be made within one year from the date of

purchase. For more information on Client Reimbursement, please visit Health Canada NIHB website at: http://www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/benefit-prestatiion/form_questions-eng.php

To obtain a Client Reimbursement Request Form, please visit Health Canada Website at: http://www.hc-sc.gc.ca/fniah-spnia/alt_formats/pdf/nihb-ssna/benefit-prestatiion/form-reimburse-rembourse2-eng.pdf

Indian Status Card and NIHB:

In order to submit benefit claims to NIHB service providers require to see your Indian status card as your Indian status registration number also serves as your NIHB client identification number. An eligible First Nation citizen seeking

an NIHB health benefits should not be denied services because the renewal date on their status card has passed. Service providers can still use your status registration number to submit your NIHB claim.

If your Status Card has expired you should renew your card as soon as possible at your Local First Nation Administration Office or closest Indigenous and Northern Affairs Canada Office, or call the Office of the Indian Registrar at 1-800-567-9604 for more information, or; visit the AANDC Application Information site:
<https://www.aadnc-aandc.gc.ca/eng/1100100032421/1100100032422>

If your Status Card has expired and you are denied a service from a Service Provider have the Service Provider call the NIHB Service Provider Line and have them verify your Indian Status Registration number (10 digit number) with NIHB. The Indian Status Registration number does not expire, only the card number and NIHB verifies your eligibility through your Indian Status Registration number.

NIHB Navigators Activities:

- Produced a number of communication pieces:
 - *“A Guide for First Nations in Ontario: Navigating the Non-Insured Health Benefits & Ontario Health Programs Benefits”* 2012, updated in 2013, 2014, 2015 and 2016
 - NIHB Program information Wallet Cards
 - Magnets and ID shields
- Database development and documentation of cases
- NIHB information Section on COO Health Website
- Host NIHB Workshops at Annual COO Health Forum
- Established First Nations ON NIHB Networking Group
- Sit on the National Navigators Network (NNN) as Ontario Reps
- Hosted initial Service Provider, OCCOH, HCU and NIHB Networking Group meeting
- Responded to over 1300 calls for service
- Assisted with over 70 appeal processes
- Provided over 65 Presentations to communities, tribal councils and service providers/organizations

Successes To Date:

- Coverage of Suboxone
- Medical transportation coverage for preventive breast care screening
- Coverage for family counselling
- Telemedicine for mental health counselling

Changes To Come

In 2012, the Chiefs in Assembly passed Assembly of First Nations (AFN) Resolution 56/2012 *“Moratorium and Joint Review on Non-Insured Health Benefits”* which called for the development of a joint review between AFN and First Nations and Inuit Health Branch (FNIHB) on NIHB.

In March 2014 an agreement was secured with then Federal Minister of Health, Rona Ambrose, to conduct a comprehensive joint review of NIHB. In October 2014 an initial meeting was held, and co-chaired by Grand Council Chief Patrick Madahbee, Anishinabek Nation. This review process will take approximately 2 years, ending in March 2017.

To date, a review has been completed on the Short-term Crisis Intervention Mental Health Counselling Benefits (STCIMHC). Review on the dental, vision,

medical transportation, medical supplies and equipment and pharmacy benefits will follow.

In order to collect as much information as possible, the NIHB Joint Review Steering Committee has provided several ways for input into the joint review.

There are two online surveys, one for First Nation Clients, and one for Service Providers, and a third mechanism for written submissions. To access these surveys please visit the AFN website at:

<http://health.afn.ca/en/highlights/general/community-stakeholder-outreach-for-the-afn-fnihb-nihb-joint-review>

For more information on NIHB and the NIHB Joint Review, please visit the AFN website at:

<http://health.afn.ca/en/about-us/pro/nihb>



© Chiefs of Ontario 2016