

NON-INSURED HEALTH BENEFITS

Indigenous Services Canada - Ontario Contacts



NIHB MAIN CONTACTS

Client Line – general questions on all areas	1-800-640-0642
Emergency Line – urgent questions	343-550-6695
Secure Fax – urgent needs	613-952-7054
Website	www.canada.ca/NIHB
Mailing Address	10 Wellington St., Suite 1455 Gatineau, QC K1A 0H4

BENEFIT AREAS

Vision Care	1-800-881-3921, option #1	Fax: 1-800-806-6662
Medical Supplies & Equipment	1-800-881-3921, option #2	Fax: 1-800-806-6662
Mental Health	1-800-881-3921, option #4	Fax: 1-800-806-6662
Dental		
Client Line	1-855-618-6291	Fax: 1-855-618-6290
Orthodontic Services	1-866-227-0943	Fax: 1-866-227-0957
Email	nihb-ssna@sac-isc.gc.ca	
Prescription Medications – Drug Exception Centre		
Client Line English	1-800-580-0950, ext. #3	French 1-800-281-5027
Fax	Ottawa 1-613-957-3566	Ontario 1-877-789-4379
Email	nihb-ssna@hc-sc.gc.ca	
Medical Transportation (more on page 2)		
Southern Ontario	1-800-881-3921, option #3	Email: onnihbtrans-ssna@sac-isc.gc.ca
Thunder Bay	1-877-779-7749	Email: nihbmt.tbay@sac-isc.gc.ca
Sioux Lookout	1-888-283-8885	
	Email: slnihbmedtravel-voyagemedssna@sac-isc.gc.ca	
After Hours Urgent Medical Transportation – All Ontario		
Monday – Friday, 4 pm – 8 am CST	1-833-675-3081	
Weekends & Holidays, 8 am – 4 pm CST	1-888-283-8885	

PAYMENTS

Medical Transportation Invoices & Payments

Client Line	1-800-881-3921, option #5
Email	onnihbinvoices-facturessna@sac-isc.gc.ca

Mental Health, Vision Care, and Medical Supplies & Equipment

Reimbursement Payments through Express Scripts Canada

Client Line	1-888-441-4777
Provider Line	1-888-511-4666
Website	https://nihb-ssna.express-scripts.ca

NIHB PROGRAM MANAGERS AND SUPERVISORS

Director – Client and Community Response

Adan Abdi	613-897-3138	adan.abdi@sac-isc.gc.ca
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Senior Manager – Program Delivery – Vision, Mental Health, Medical Supplies & Equipment, Drugs, Dental

Julie Caves	343-549-5371	julie.caves@sac-isc.gc.ca
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Senior Manager – Program Delivery – Finance

Jesse Hayes	613-853-3856	jesse.hayes@sac-isc.gc.ca
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Senior Manager – Program Delivery – Medical Transportation, Contribution Unit

Cynthia Lucier	807-737-0466	cynthia.lucier@sac-isc.gc.ca
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Manager – Program Delivery – Medical Transportation, Thunder Bay and Southern areas

Yolande McMillan	343-551-9983	yolande.mcmillan@sac-isc.gc.ca
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Manager – Program Delivery – Sioux Lookout

Kelli George-Egerter	807-374-0083	kelli.george-egerter@sac-isc.gc.ca
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Manager – Program Delivery – Vision, Mental Health, Medical Supplies and Equipment

Shelley Hakala	807-357-8879	shelley.hakala@sac-isc.gc.ca
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Manager – Contribution Agreements

Crystal Pento	807-355-3380	crystal.pento@sac-isc.gc.ca
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Manager – Finance

Rina Mafrici	343-571-7402	rina.mafrici@sac-isc.gc.ca
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Program Officer – Medical Transportation, Sioux Lookout

Corine Meijaard	807-738-5624	corine.meijaard@sac-isc.gc.ca
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Program Officer – Medical Transportation, Sioux Lookout

Lynn Krauss	807-374-0020	lynn.krauss@sac-isc.gc.ca
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Program Officer – Medical Transportation, Thunder Bay and Southern areas

Kelly Spencer	343-575-1133	kelly.spencer@sac-isc.gc.ca
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Program Officer – Medical Transportation, Thunder Bay

Jamie Pappas	807-357-3860	jamie.pappas@sac-isc.gc.ca
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Program Officer – Medical Supplies and Equipment

Penny Lynn Little	613-878-7567	pennylynn.little@sac-isc.gc.ca
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Program Officer – Vision Care and Mental Health

Aimee Racine 613-433-4128 aimee.racine@sac-isc.gc.ca

Program Officer – Payments

Lauren Harris 343-597-7214 lauren.harris@sac-isc.gc.ca

ADDITIONAL MEDICAL TRANSPORTATION CONTACTS

Sioux Lookout Area Medical Transportation – Sioux Lookout First Nations Health Authority

Monday – Friday, 8 am – 4 pm CST	1-807-737-5080
SLFNHA After Hours, 4 pm – 10 pm CST	1-833-633-8728
SLFNHA Accommodations	1-807-737-3850

OTHER HELPFUL CONTACTS

Jordan's Principle

1-855-572-4453

Fax: 1-833-495-1227

Email: jordansprincipleon-principedejordan@sac-isc.gc.ca

Hope for Wellness Line Help Line

1-855-242-3310

www.hopeforwellness.ca

Indian Residential Schools Resolution Health Support Program – Client Line

1-888-301-6426

Indigenous Services Canada Indian Status Registration (9 am – 7 pm)

1-800-567-9604

Ontario Health Insurance Plan (OHIP)

1-866-532-3161

Provincial Health Insurance Card

1-866-797-0000

www.ontario.ca

Weeneebayko Area Health Authority (WAHA) Travel Office

1-855-336-2947

Fax: 1-705-336-2637

Ininew Patient Services

613-544-3400

Email: referralsIPS@kingstonhsc.ca

Sioux Lookout First Nation Health Authority (SLFNHA)

807-737-5080

Email: discharge@slfnha.com

Wequedong Lodge of Thunder Bay

807-625-6039

Email: dc@weqlodge.org

~ March 2025 ~



Visit the NIHB website
www.canada.ca/NIHB