



Express Scripts Canada®
5770 Hurontario Street, 10th Floor
Mississauga, ON L5R 3G5

April 18, 2019

Attention: NIHB Providers

Re: Delay in NIHB Provider Payments

Non-Insured Health Benefits (NIHB) provider remittance payments and statements will be delayed due to a system issue.

Cheque payments and statements that were to have been mailed to providers on April 17, 2019, will not be available until the week of April 22, 2019 as a result of both the system issue and the Easter holiday.

Direct deposit payments and statements that were to have been made on April 18, 2019, will similarly be delayed until the week of April 22, 2019.

For the latest updates, please visit our Express Scripts Canada website under [Alerts \(provider.express-scripts.ca/alerts\)](http://provider.express-scripts.ca/alerts). Daily updates will be available on the website until the issue is resolved.

If you have any questions, please contact our Provider Claims Processing Call Centre:

ESC Provider Claims Processing Call Centre:	
NIHB Dental Providers:	NIHB Pharmacy Providers:
Telephone: 1 (888) 511-4666	
Monday to Friday: 6:30 a.m. - 8:30 p.m. ET, <i>excluding Statutory Holidays</i>	Monday to Friday 6:30 a.m. to 12 a.m. ET. Saturday, Sunday and Statutory Holidays 8 a.m. to 12 a.m. ET.

We apologize for any inconvenience this may cause.

Express Scripts Canada