



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

April 23, 2019

Attention: NIHB Providers

Re: Delay in NIHB Provider Payments

Non-Insured Health Benefits (NIHB) provider remittance payments and statements were delayed due to a system issue that has been resolved. Impacted NIHB providers were notified of the delay on Thursday, April 18, 2019.

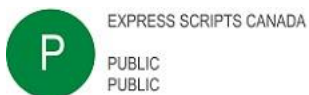
All cheque payments and statements have been mailed and direct deposit payments have been made. Please note that this is the final update on this issue.

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



Telephone: 1 (888) 511-4666 Fax: 1 (855) 622-0669

