



EXPRESS SCRIPTS®

Express Scripts Canada

5770 Hurontario Street, 10th Floor
Mississauga, ON L5R 3G5

March 20, 2019

Attention: NIHB Providers

Re: Delay in NIHB Provider Payments

**Update to Payment Availability Dates and
Correction to ESC Provider Claims Processing Call Centre Telephone Number**

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 March 19, 2019, will be delayed, with an anticipated mailing date of **March 21, 2019**.

Direct deposit payments and statements that were to have been made on March 20, 2019, will be delayed, with an anticipated availability date of **March 22, 2019**.

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.

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