

FREQUENTLY ASKED QUESTIONS

Temporary Measure - Dental Care Outside Region 18

Who is eligible for dental benefits under the JBNQA?

All registered/eligible Cree Beneficiaries under the James Bay and Northern Quebec Agreement (JBNQA) have access to dental benefits.

Where can I access dental services?

Dental services can be accessed at your community dental clinic or any dental clinic of your preference in Quebec and in Ontario, see [List of suggested dental clinics](#).

Are all travel costs covered for accessing dental services?

Travel costs are covered according to Annexe A of the [Cree NIHB Transportation Procedure](#).

Transportation and lodging are covered if a referral is made by a dentist and approved by the Cree NIHB Dental Advisor for the beneficiary and their escort, when applicable.

If a patient decides to access on his own dental services outside region 18, the travel and lodging claims can be approved from your current address of residency to the dental clinic, up to a maximum of 4 travel claim per year per family living in the same residence in accordance with the same travel policy.

What dental services are covered without prior approval?

Dental services that do not require prior approval include:

- Exams & Cleanings
- Fillings
- extractions
- Emergency care: swollen face, lasting pain, broken jaws, broken fillings

What specialized dental services require prior approval?

Specialized dental services that require prior approval include:

- Crowns, Root Canal
- Dentures

- Orthodontic services
- General anesthesia for children

How can I get more information or verify my eligibility?

For more information or to verify eligibility, you can contact the Cree NIHB Department:

- Email: 18_TCR_CNIHB@ssss.gouv.qc.ca
- Phone line: 819-855-2744 extension #22120
- For prior approval of treatment, the dental clinic sends it to: 18TCR.Dental.CNIHB@ssss.gouv.qc.ca

What are the reimbursement rates for medical travel?

Reimbursement rates for medical travel vary based on the number of passengers and the destination.

Detailed rates for routes and number of passengers are available in the [CBHSSJB Medical Travel Reimbursement Rates](#) document.

What information is required for travel reimbursement claims?

To submit a travel reimbursement claim, you need to provide:

- Your name, date of birth and contact information
- Travel details including dates, community of departure, and service point
- [Travel Form](#) and [Lodging Form](#)

How long does it take to process a travel reimbursement claim?

It is variable depending on time when the claim is submitted and finance payment schedule.

Is proof of visit necessary for travel reimbursement?

A proof of treatment (claim or file note) is necessary AND you need all your travel receipts (gas, hotel receipts).

Who should I contact for inquiries about travel reimbursement?

Your Local beneficiary attendant, the CNIHB office (819-855-2744) or by email: 18_TCR_CNIHB@ssss.gouv.qc.ca

What should I do if I am unable to cover the expenses required by the dentist or the extra cost not covered by CNIHB?

You should inquire if the dental clinic charges the difference between the Cree NIHB cost and private clinic cost. Each dental clinic operates differently. Some clinic charges a fee and some do not. Both are legal. If you cannot pay, you should seek another dental clinic.

How can I get assistance with the transportation and affordable hotels to stay?

We do not have any resource available to provide regular assistance to seek dental services outside region 18. You must make your own reservation, pay and claim it after your appointment.

Is my travel covered between communities within Region 18?

Yes, your community dentist needs to send an email to 18tcr.dental.cnihb@ssss.gouv.qc.ca as a referral to see a dentist in another community.

Do Cree NIHB pay for travel cost if my treatment is not covered under the Cree NIHB program (ex: orthodontics)?

NO, the travelling cost is not covered for treatments that are not covered by Cree NIHB.

If I have 2 appointments with 3 days apart, is my lodging be covered?

The policy is that if you have more than 1 appointment within one week, your lodging will be covered.

Are patients covered by the Federal NIHB eligible to the travel reimbursement for dental treatment outside region 18?

NO, Indigenous beneficiary (non-Cree) travel claims are only covered when travel happens within region 18. Treatments and travels outside region 18 must be addressed to Services Canada.

Where can I send my travel reimbursement claim including lodging, prescription medications?



You send your claim to: 18tcr.medicalclaims@ssss.gouv.qc.ca