

Interim Federal Health - Program Information

Refugee Readiness Team - Vancouver Island

Refugee Readiness Team – Vancouver Island

The Refugee Readiness Team for Vancouver Island (RRT-VI) is a two-year initiative funded by the Province of BC, Ministry of Municipal Affairs, with the overall objective of facilitating the integration of Afghan refugees and displaced Ukrainians within our communities. The RRT-VI is operated by the [Inter-Cultural Association of Greater Victoria \(ICA\)](#). ICA offers services for immigrant and refugee newcomers as well as outreach and education in the community.

Many refugees come from dire situations which impact their health. It is essential for welcoming communities to attend to their healthcare needs without long delays. The support of healthcare professionals is key to a refugee's settlement path and their integration into a community.

Land acknowledgment

The Refugee Readiness Team of Vancouver Island brings together individuals, professionals and organizations located on the Coast Salish, Kwakwaka'wakw and Nuu-chah-nulth traditional territories.

We acknowledge with respect the nations whose historical relationships with the land continue to this day. In the spirit of creating strong, respectful relationships, we are committed to working in partnership with all Indigenous communities who reside on Vancouver Island, in order to reduce the impact of colonization that continues through our work with newcomers.

We gratefully acknowledge the financial support of the Province of British Columbia through the Ministry of Municipal Affairs.



WelcomeBC

The Interim Federal Health Program

Table of Contents

INTRODUCTION	2
HOW TO REGISTER AS A PROVIDER WITH IFHP	2
DETERMINING CLIENT ELIGIBILITY	4
COVERAGE	5
DENTAL CARE	5
VISION CARE	5
PRESCRIPTION DRUG COVERAGE	6
COVERAGE FOR THE IMMIGRATION MEDICAL EXAM (IME)	6
SUBMISSION OF CLAIMS	6
PROVIDER PAYMENT	7
PRIOR APPROVAL PROCEDURES	7

INTRODUCTION

The [Interim Federal Health Program \(IFHP\)](#) provides limited, temporary coverage of health-care benefits to resettled refugees, refugee claimants and certain other groups who do not have access to public health insurance or to a private insurance plan for a service or product. IFHP includes basic, supplemental and prescription drug coverage.

Healthcare providers are reimbursed directly for services covered by the IFHP that are rendered to eligible beneficiaries.

[Medavie Blue Cross](#) is the claims administrator under contract with [Immigration, Refugees and Citizenship Canada \(IRCC\)](#) to support healthcare providers seeking financial reimbursement from the IFHP for health-care services provided to IFHP beneficiaries.

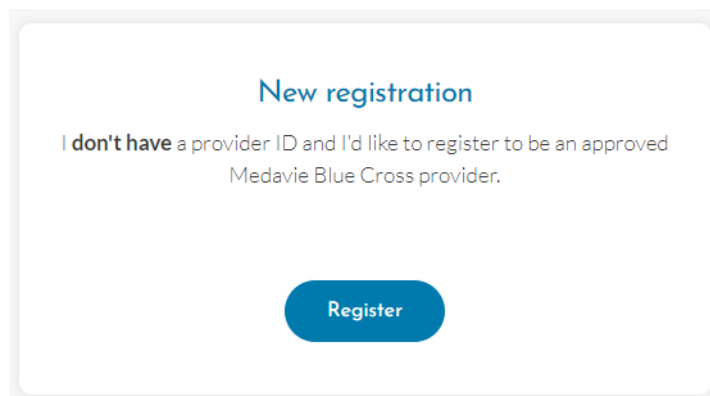
If you are a provider, please consider it only takes four simple clicks to get registered with IFHP. You might only receive a few clients who needs to be billed through IFHP throughout the year, but *your participation in this program, makes a huge difference in refugees' lives* and helps our society to stay safe and healthy. IFHP is going to be used for a short period of time for each patient since their MSP should be activated within 3 months of their arrival. Once they are enrolled with MSP, they might use the IFHP coverage as a complementary coverage when it applies.

HOW TO REGISTER AS A PROVIDER WITH IFHP

If you and/or your clinic would like to provide healthcare services to refugee families, registering with IFHP will allow you to bill for the services you are providing. Here is how to register:

Go to: <https://www.medaviebc.ca/en/health-professionals/register>

→ Click 'Register' on 'New registration' tab



→ Select your specialty from the drop down menu.

Getting started...

Help us direct your inquiry by selecting your provider type or specialty.

* What is your provider type/specialty?

Please choose one

- Acupuncturist
- Addiction Treatment Centre (for Canadian Armed Forces only)
- Ambulance/Health Travel Services
- Athletic Therapist
- Audiology (Hearing) Services

→ Fill in “Required Info” and CLICK “Review & Submit” (bottom left corner)

Professional Information

Provider Type *

Please select...

Practising Province *

Please select...

College / Association *

Enter the name of your association or college. If you are unsure, please [download the College or Association Guide \(PDF\)](#)

New or existing Medavie Provider - would like to add a new location.

Existing Medavie Provider - would like to sign up for E-Summaries.

The Provider shall ensure that they or the representative submitting claims on their behalf will only use their Medavie Blue Cross Provider Number when submitting claims that have been personally rendered by the Provider. **It is not acceptable to submit claims for services performed by another party using the Provider’s Approved Provider Number**, whether or not the other party is approved by Medavie Blue Cross to provide service to clients. **If a Provider works at more than one location, Approved Provider Status must be requested for each separate location for claims to be considered for reimbursement.**

DETERMINING CLIENT ELIGIBILITY

IFHP eligibility is determined by an IRCC or Canada Border Services Agency (CBSA) officer shortly after a client's arrival in Canada. If found eligible under the IFHP, their coverage is effective from the date that they are issued one of two possible IFHP eligibility documents:

1) Refugee Protection Claimant Document (RPCD) (with photo)

REFUGEE PROTECTION CLAIMANT DOCUMENT
THIS IS TO CERTIFY THAT THE PERSON HEREIN IS A REFUGEE PROTECTION CLAIMANT
WITHIN THE MEANING OF THE IMMIGRATION AND REFUGEE PROTECTION ACT

Application No: _____
UCI: _____

CLIENT INFORMATION

Family Name: _____
Given Name(s): _____
Date of Birth: (yyyy/mm/dd) _____
Sex: _____
Country of Birth: _____
Country of Citizenship: _____
Date Issued: (yyyy/mm/dd) _____
Expiry Date: (yyyy/mm/dd) _____

ADDITIONAL INFORMATION

Pursuant to Subsection 100(1) of the *Immigration and Refugee Protection Act*, this refugee protection claim has been determined to be eligible for a decision by the Refugee Protection Division. Consequently, pursuant to subsection 100(3), the refugee Protection Claim is referred to the Refugee Protection Division of the Immigration Refugee Board.

As of (yyyy/mm/dd), the above-named individual is eligible for coverage of health care costs under the Interim Federal Health Program (IFHP). This coverage can be cancelled without notice if the individual's immigration status changes. Therefore, health-care providers must verify the eligibility of the individual with the IFHP administrator before providing services.

I, the undersigned:

- declare that I require coverage under the IFHP. I will notify IRCC immediately of any changes to my immigration status, or if I become eligible for or receive other health insurance;
- understand that my medical and personal information will be shared with IRCC, IFHP claims administration and other appropriate third-parties for the administration of the IFHP and that my personal information may be shared with other government institutions and other third-parties in accordance with the *Privacy Act* and the *Department of Citizenship and Immigration Act*.

School age children do not need student authorization to attend primary or secondary schools.

Name, relationship and signature of accompanying adult (if applicable)

Signature of person concerned Money in possession Minister

*****NOT VALID FOR TRAVEL*****

2) Interim Federal Health Program Certificate (IFHC)

PROTECTED "B" / PROTÉGÉ "B"

INTERIM FEDERAL HEALTH CERTIFICATE OF ELIGIBILITY

Family name: _____
Given name(s): _____
Date of birth: (yyyy/mm/dd) _____ UCI: _____
Sex: _____
Citizenship: _____

Application No.: _____

*****NOT VALID FOR TRAVEL*** / ***DOES NOT CONFER STATUS*****

As of (yyyy/mm/dd), you are eligible for coverage of health-care costs under the Interim Federal Health Program (IFHP). The length of time you are covered is based on your immigration status. For details, it is recommended you visit the IFHP website at www.cic.gc.ca/ifhp.

It is important to be aware that your coverage can be cancelled without notice if your immigration status changes. Therefore, participating health-care providers must confirm your eligibility for health-care coverage with the IFHP administrator at each visit, before providing services.

This certificate must be presented to the health-care provider, along with a government issued photo ID, before receiving services, so that the provider can contact the IFHP administrator to confirm that you are eligible under the IFHP for the service and/or product being requested.

If you pay for services covered by the IFHP, you cannot be reimbursed.

I, the undersigned:

- declare that I require coverage under the IFHP. I will notify Immigration, Refugees, and Citizenship Canada (IRCC) immediately of any changes to my immigration status, or if I become eligible for or receive other health insurance;
- understand that my medical and personal information will be shared with IRCC, IFHP claims administration and other appropriate third-parties for the administration of the IFHP and that my personal information may be shared with other government institutions and other third-parties in accordance with the *Privacy Act* and the *Department of Citizenship and Immigration Act*.

Signature of Holder _____ Date (yyyy/mm/dd) _____

To the health-care provider:

You **MUST** verify the eligibility of the individual with the IFHP administrator **BEFORE** providing services. Medavie Blue Cross may be contacted, by telephone at 1-888-614-1880, by facsimile at 506-867-4651 or through their website at <https://provider.medavie.bluecross.ca>.

Client ID #: _____ Date of birth: (yyyy/mm/dd) _____
Family name: _____ Given Name(s): _____

Canada

To ensure reimbursement for their services from the IFHP the Provider must confirm the patient eligibility by taking those two quick steps:

- verify the patient's identity: the patient matches the photograph on the RPCD or on another government issued document with a photo; and
- verify the current validity of IFHP coverage: by calling the Inquiry line (1-888-614-1880) or online through the IFHP Secure Provider Web Portal: <https://www.medaviebc.ca/en/health-professionals/register>.

It is important to note that reimbursement from the MSP is has priority over the IFHP. Meaning that if a client's MSP has already been activated then the provider needs to bill MSP instead of IFHP unless the rendered service is only covered by IFHP.

COVERAGE

Basic Coverage (similar to healthcare coverage provided by provincial/territorial health insurance plans) includes:

- in-patient and outpatient hospital services;
- services provided by medical doctors, registered nurses and other healthcare professionals, including pre and post-natal care;
- laboratory, diagnostic and ambulance services.

Supplemental Coverage (similar to the coverage provided to social assistance recipients by provincial/territorial governments) includes:

- home care and long-term care;
- services provided by allied healthcare practitioners including clinical psychologists, occupational therapists, speech language therapists, physiotherapists;
- assistive devices, medical supplies and equipment.

For more information about IFHP benefit grids please follow the links below:

- https://docs.medaviebc.ca/providers/benefit_grids/IFHP-Benefit-Grid-Basic-Coverage-2021.pdf?mtime=20210714140306
- <https://providerifhpen.medavie.bluecross.ca/wp-content/uploads/sites/5/2017/01/IFHP-Benefit-Grid-Supplemental-Final-1.pdf>

DENTAL CARE

IFHP dental coverage provides coverage for emergency care for dental conditions involving pain, infection or trauma. It is not intended to provide on-going regular or routine dental care. Services, post-emergency exams and radiographs are limited to emergency relief of pain or infection only. If the dentist considers additional treatment necessary, such as restorations and complicated extractions, a prior approval request must be submitted to Medavie Blue Cross before treatment begins.

VISION CARE

Vision care services described below are included as part of the IFHP Supplemental Coverage.

- One pair of eyewear (frames and lenses) every 24 calendar months;
- One full/partial eye examination every 12 calendar months.

PRESCRIPTION DRUG COVERAGE

Most regular prescribed medications are covered by IFHP.

Prior approval is required for drugs listed as Restricted Use, Limited Use, Exceptional Status or Special Authorization unless the same drug is listed in the IFHP additional drug benefit list. IFHP will use the same recognition criteria for prior approval and payment as provided in the provincial/territorial public prescription drug insurance plan. IFHP pharmacy claims can be submitted electronically to Medavie Blue Cross.

For more information, please follow this link:

- https://docs.medaviebc.ca/providers/benefit_grids/ifhp_benefit_grid_prescription_drug_coverage.pdf?mtime=20181205115932

COVERAGE FOR THE IMMIGRATION MEDICAL EXAM (IME)

For most categories of beneficiaries, the IFHP also covers the cost of one IME and IME-related diagnostic tests required under the Immigration and Refugee Protection Act.

Only Panel Physicians are mandated to perform the Immigration Medical Examination (IME). However in certain cases, IRCC may approve a non-Panel Physician to perform the examination

For more details, please follow this link:

- https://docs.medaviebc.ca/providers/benefit_grids/IFHP-Benefit-Grid-IME-English.pdf?mtime=20190718142418

SUBMISSION OF CLAIMS

Claims may be mailed, faxed or submitted electronically to Medavie Blue Cross with the applicable information. The Provider's signature or stamp must be included on claims that are mailed or faxed.

Providers have up to six months from the date of service to submit invoices electronically and up to three months for pharmacy claims.

The IFHP is not designed to reimburse beneficiaries directly. If a beneficiary pays for services or products covered by the IFHP, the individual cannot be reimbursed.

- For more detail about claim submission please see the link below: [IFHP-Information-Handbook-for-Health-care-Professionals-April-1-2016.pdf \(medaviebc.ca\)](#)

PROVIDER PAYMENT

Payment will be made within 30 days of the receipt of the claim submission after verification of the invoice, the allowable service, the procedure codes and the client's complete documentation. Cheques and Electronic Fund Transfer (EFT) payments are issued bi-weekly with your Provider Payment Summary.

PRIOR APPROVAL PROCEDURES

Prior approval requests for health, dental and vision care services must be sent directly to Medavie Blue Cross through [the Providers Web Portal](#), by mail, via fax to 506-867-3824 or by calling 1-888-614-1880.

Prior approval may also be requested by using the IFHP claim forms. Please indicate with a check mark (✓) in the Prior/Post Approval box on the top left-hand corner of the claim form.

For detailed information on the IFHP, please refer to the link below:

[IFHP-Information-Handbook-for-Health-care-Professionals-April-1-2016.pdf \(medaviebc.ca\)](#)

Refugee Readiness Team for Vancouver Island contacts:

Sahel Rezaei – Refugee Readiness Coordinator

srazei@icavictoria.org

250-388-4728 ext. 2188

RRT@icavictoria.org

250-388-4728